

FAQ's

How long does it take to complete an online course?

The length of time to complete a course varies based on several factors, including the speed of the Internet connection, the complexity of the course, and the student's understanding of the content. On average, a student should allow:

30 - 45 minutes for CU Advance courses (each module consists of 5-6 courses);

45 minutes for a Training On Demand course;

1 - 1.5 hours for a RegTraC course;

2 - 3 hours for a STAR ; and

5-7 hours for a MERIT course.

Can I bookmark a course?

Yes. When exiting a course-in-progress, save your location by selecting Exit or Log Off, then close your browser. The next time you log in, the course will open at the chapter/section where you exited.

How long does a student have to take an online exam?

Once a student opens an exam, they have two hours to complete it. After two hours the server loses its connection and the student must start over.

The time limit is necessary to avoid stressing the database with active exams. Also please assess and consider your local ISP (Internet Service Provider) time limits; many are set at 15 minutes and may disconnect learners after no activity within the time range allowed.

What editions of exams are available online?

The most current edition exam is posted.

What is the best way to navigate exams?

We request students *not* use keyboard arrow keys to maneuver through the exams. We have found that using these arrow keys to move up and down the screen actually changes answers to test questions.

Will the exercises and exams be graded automatically?

Yes. One of the advantages of online training is the ability to make the process of grading tests easier. Within a few seconds of exam completion, the test results display. We ask that users save or print this page as a record of the training activity.

What if a student is unable to print the grade notification?

The Pass/Fail status transfers to the transcript immediately. The student may do a screen print of their results page, and paste it into an e-mail or word document. This page will only display at the time of completion. After closing this screen, there is no retrieval process.

Is there a fee for retaking an exam?

For credit unions with the Unlimited membership, there are no retake fees. If you are purchasing exams as one-offs, each retake is billed at the regular price. Retakes are not recommended for those who pass an exam. If a student chooses to retake an exam they already passed, the credit union is charged the original fee. If your credit union has a **CPDOnline Unlimited Membership**, retakes are included in the membership price.

What is the proper protocol for retaking an exam?

If a student fails an exam, they may re-enroll. After confirming the purchase, the fee is added to the next monthly bill. If your credit union has a **CPDOnline Unlimited Membership**, retakes are free.

If a student fails an exam, can they immediately take the exam again?

There are no security mechanisms in place to stop a student from retaking the online courses or exams; this information is viewable by managers and administrators. Each completion of the exam immediately generates an invoice unless your credit union has a **CPDOnline Unlimited Membership**. Please note we will invoice the credit union for any retakes. To avoid billing problems, we ask that the training manager establish guidelines which require staff to notify them prior to retakes. A sample policy is available upon request.

What happens if the student's computer crashes while they are working on the course or exam?

The invoicing procedure is triggered at the completion of a course or exam. If the training experience is interrupted, no grade is generated. The student should return to their "Training Schedule" and start over.

How do I view my transcript online?

After logging in, click View My Training Transcript from the Getting Started box. The transcript includes all course/exams, certificates, and face-to-face activities completed through CUNA CPD. Additionally, the transcript may contain other training if the Administrator has entered non-CUNA training data in the LMS.

Can I print my transcript?

Yes, click the Printable Transcript icon from the View My Training Transcript page. If a college or other institution requires an official transcript, please contact the Credit Union National Association directly.

What information is included on a printable transcript?

Transcripts contain the student's name, credit union, courses completed, date completed, pass/fail status, certificates awarded through CUNA, and other non-CUNA training entered by the administrator.

How is the credit union invoiced?

Using information supplied by the learner, including the credit union name and CUID number, your credit union is invoiced on a monthly basis for course or exam completions. The invoice goes to the attention of the Training Department – unless a specific contact name is provided. For questions regarding your invoice, contact Jackie Sather, at Credit Union National Association, 800-356-9655, ext. 4181.

Additional Questions – Contact Us?

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