Who is eligible to proctor an Online exam?

An acceptable proctor may be:

- Directors, coordinators, or their representatives at a university or junior college in the counseling or educational services department
- Registrars, deans, or professors at a university or junior college
- High school principals or counselors
- Certified librarians in a supervisory position
- Local directors of educational services
- A designated representative from your credit union league office

Students are required to arrange for their own proctors and test locations. During your conversation with prospective proctors, be sure to let them know you are allotted two hours to complete the exam.

Your proctor CANNOT be someone from your credit union.

If you are uncertain about whether you have found an approved proctor, contact Student Services staff at 800.356.9655, extension 4072.

Does my proctor need to provide CUNA any information?

Yes, the proctor will be required to accept the terms of the proctor agreement upon entering the exam passcode.

What fees are associated with a proctored exam?

Fees associated with a proctor and testing are the responsibility of the student. If the testing is conducted during regular business hours, there is often only a minimal charge, if any. Be sure to consult with the proctor and testing facility in advance about the fees.

How do I request an Online Exam

After you have made arrangements for your proctor and chosen an exam site, you may request your exam. To request your online exam, complete the Proctored Exam Request Form. To ensure that your proctor receives the testing materials in time for your exam date, place your order at least FOUR WEEKS prior to your scheduled exam date to allow for processing.

Once you have filled out the form, fax or email it to CUNA according to the instructions listed on the form. The exam information will be sent to the proctor at the e-mail address you provide on the form, so please ensure to include this information on the form.
Can I take more than one exam at a time?

Often students like to take more than one exam at one time. This is perfectly acceptable as long as you have made the appropriate arrangements with your proctor and submit the exam request form for all exams.

Will I be notified when the proctor receives the exam passcode?

You and your proctor will need to be in contact regarding receipt of the exam passcode and testing time. We recommend that you call your proctor at least five business days prior to your exam time and date. This ensures that your exam passcode has arrived for the correct exam. If problems or questions arise, call CUNA immediately at 800.356.9655, extension 4072, or email cpdonline@cuna.coop.

How long do I have to take an online exam?

Once you open the exam, you are allotted two hours to complete it, so it is important to manage your time wisely.

What is the best way to navigate exams?

Please do not use arrow key to maneuver through the exams. We have found that using the arrow keys on your keypad to move up and down the screen will actually change your answers to test questions; therefore, please use your mouse to scroll over the slide bar on the right side of your screen when moving around in the exams.

Will the exams be graded automatically?

Yes. One of the advantages of web-based training is its ability to use features that are inherent to computers to make the process of grading exams easier. After taking the final exam, the results will be displayed on-screen within a few seconds of completion.

A page listing the exam categories and the number of correct answers for each category will also be displayed (when applicable). The student will be given the option to print the exam results or email results to the email address that was provided on the exam request form.

What if I am unable to print the grade notification?

You may also email the results to the email address that was provided on the exam request form, or you can also write down the incorrect question numbers.

The completion status will appear on your CPDOnline transcript within 48 hours of exam completion.

What happens if a student discovers that they have failed an exam, can the student immediately take the exam again?
The student may immediately retake the exam, as long as this is acceptable to the proctor. Your credit union will be charged accordingly for a retake fee.

**Can students check their transcripts online?**
YES, they can within 48 hours of exam completion. After logging in to CUNA CPDOnline, click Training Transcript from the main login page. Students also have the option of printing their transcript or exporting the transcript to a PDF document. Your transcript will include all courses, certificates, and face-to-face activities you have completed through CUNA, as well as other training if your credit union uses this service.

**Can students print their transcripts?**
Yes, click the print button within your browser to print your Training Transcript. If you need an official transcript for a college or other institution, you must still contact CUNA directly.

**What information will be included in a student's printable transcript?**
Their name, credit union name, and courses completed, date completed, score (if applicable) pass/fail status, and certificates awarded through CUNA and other non-CUNA training entered by the administrator.

**What if I'm unable to take the exam on the requested date?**
Please contact CUNA if you are ill or if there are unavoidable circumstances that prevent you from testing. We may be able to grant an extension. You will also be responsible for notifying your proctor.

If you have any questions or need further clarification, please call Student Services staff at 800.356.9655, extension 4072, or email cpdonline@cuna.coop.