Who is eligible to proctor an Online exam?

Choose ProctorU:

CUNA recommends students select our vendor, ProctorU to provide remote proctoring services for CUNA’s designation exams, which allows students the flexibility to schedule exams 24/7.

Choose your own Proctor:

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 or a relative or spouse and must be a disinterested third party.

If you are uncertain about whether you have found an approved proctor, contact Member Experience at 1 (800)356-9655, or email hello@cuna.coop.

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?

Choose ProctorU:

The proctor fees will be $20 for first hour, an additional $10 if a second hour is needed. Premium Scheduling Fees (3 days’ + notice – no additional charge):
- If scheduling 72-24 hours in advance, an extra $8.
- If scheduling less than 24 hours in advance, an extra $12
• If an exam taker misses the scheduled exam or cancels within 24 hours of scheduled start time, there is no refund for the proctor fee.
• If an exam taker fails the exam, they must request a retake exam as soon as possible by completing the Proctored Exam Request Form at least four weeks in advance of the testing and indicate on the form that this is an exam retake. The credit union will then be invoiced $50 per exam retake. Upon email confirmation from CUNA for the retake exam, the exam taker will then need to reschedule another session with ProctorU and pay the associated proctor fee (exams cannot be retaken immediately after failing with ProctorU).
• Exam takers pay for the proctor fee with a credit card when scheduling with ProctorU. All fees associated with ProctorU testing are the responsibility of the student.

Choose your own Proctor:

All fees associated with choose your own proctor and testing are the responsibility of the student. Be sure to consult with the proctor and testing facility in advance about the fees.

• If the exam taker fails the exam, the student may immediately retake the exam (if mutually agreed upon with the proctor).
  Please note that it is not recommended that students retake the exam multiple times upon failing (initial take and one retake would be acceptable). Instead, it’s advised that students reschedule the exam retake for another time and take the opportunity to study the material again, prior to retesting.

   OR

   The student must request a retake exam as soon as possible by completing the Proctored Exam Request Form at least four weeks in advance of the testing and indicate on the form that it is an exam retake. The credit union will then be invoiced $50 per exam retake.

How do I request an Online Exam

Choose ProctorU:

• Exam taker to submit the Proctored Exam Request Form to CUNA four weeks in advance of anticipated exam date, indicating ProctorU for chosen proctoring service.
• CUNA will send confirmation email to exam taker with necessary credentials and a link to schedule time with ProctorU for the requested exam approximately two weeks prior to exam date. Exam taker can then schedule the exam for anytime convenient after receipt of this email.
Choose your own Proctor:

After exam taker has made arrangements for a proctor, submit the Proctored Exam Request Form to CUNA four weeks in advance of anticipated exam date indicating: Choose your own Proctor for chosen proctoring service and provide relevant proctor details, including email.

- CUNA will send confirmation emails with necessary credentials to both exam taker and proctor approximately two weeks prior to exam date.
- One week prior to the exam, we recommend that you contact your proctor to ensure your proctor has received exam email information for the correct exam. If problems or questions arise, call CUNA immediately at 1 (800)356-9655, or email hello@cuna.coop.

Can I take more than one exam at a time?

Choose ProctorU:

Upon confirmation email from CUNA, exam taker can then schedule time with ProctorU for the requested exam approximately two weeks prior to the exam date and will need to schedule each exam separately, as well as submit the Proctored Exam Request Form for all exams.

Choose your own Proctor:

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 Proctored Exam Request Form for all exams.

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

Choose ProctorU:

ProctorU does have the passcode information on file for exams.

Choose your own Proctor:

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 1 (800)356-9655 or email hello@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.

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

**Can I see which questions I got wrong?**

When a student submits their final answers, they are directed to an exam results page which does indicate the categories and the number of correct/incorrect questions within each. The student then can send those exam results to their email.

Because this is a proctored exam, we do not have the ability to share the specific questions students received incorrect, in order to maintain the exam integrity. However, the categories do allow for the student to review the specific areas in which they received incorrect answers.

**Can students check their transcripts online?**

YES, they can within 48 hours of exam completion. After logging into 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?**

Choose ProctorU:

Exam takers must cancel their exam directly with ProctorU. If an exam taker misses the scheduled exam or cancels within 24 hours of scheduled start time, there is no refund for the proctor fee.

Choose your own Proctor:

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 Member Experience at 1 (800)356-9655, or email hello@cuna.coop.