

PROCTOR GUIDELINES

1. If the student does not arrive to take the exam(s) on the scheduled date and/or does not contact you to reschedule the exam(s) within two weeks of the original test date PLEASE NOTIFY Learning Solutions by emailing cpdonline@cuna.coop or by calling 800-356-9655 opt. 3.
2. Once the student has completed this online exam, please destroy this password information. If the student has any additional exam requests, a separate email will be sent with the new password information pertaining to that exam.
3. Students will be given up to **two hours** to complete exam and if a student has failed an exam, the student may immediately retake the exam if mutually agreed upon with the proctor (see exam retake information below).
4. If a student decides not to complete the exam and wishes to leave, he or she may do so. However, once this decision has been made and the student leaves the exam room, there may be no re-admittance to the exam.
5. You may not change, interpret or waive any of the exam questions.
6. Students **may not** bring reference materials, scratch paper or a calculator to their testing desk/chair. All material should be placed in a separate location during testing.
Exceptions to this rule:
 - **SC801** - Certified Credit Union Investments Professional (CCUIP) Fundamentals of Investment Management exam – allows for one page of 8 ½ x 11 notes (front and back)
 - **SC903** - Certified Credit Union Investments Professional (CCUIP) Advanced Investment Strategies exam – allows for one page of 8 ½ x 11 notes (front and back) and the Performance Trust University calculator
 - **SC400** - CU Enterprise Risk Management Expert (CUERME) exam – allows for one page of 8 ½ x 11 notes (front and back)
7. If a student is taking more than one exam at a single sitting, please allow a break between exams.

REMOTE PROCTOR GUIDELINES

Remote proctoring allows students to take a proctored examination at a separate physical location from the proctor, without compromising the integrity of the exam.

Please use a web conference tool that allows you to screen share and provide control to others. If the student or proctor does not have such a tool, there are several web conferencing tools available and some may have a free option.

PREPARE FOR REMOTE TESTING (Complete the following prior any exam)

1. The proctor should verify the student's identity to ensure the individual being monitored is the approved candidate by checking a valid form of identification such as valid driver's license, valid passport, military id, or other forms of government-issued identification. Outdated identification or identification suspected of being forged should not be accepted.
2. The proctor should verify the student's eligibility to take the exam by ensuring the student has a secure login to the exam site with a username and password.
3. The proctor should ensure the technical requirements are functional at the both the proctor location and the student's location. [System Requirements](#) have also been provided to students for their review prior to testing.
4. The proctor should verify the student's physical environment via webcam to ensure that no cell phone, reference materials, scratch paper or calculator is present.
5. The proctor should not supervise more than **six** students at any time.

MONITORING THE REMOTE TEST ENVIRONMENT

1. The proctor should observe and monitor the student and environment via a webcam while testing is in progress.
2. The proctor should guide student through the process and request to view the candidate's physical environment at frequent intervals to ensure the continued integrity of the environment.
3. The proctor should adhere to the two-hour time limit to complete the exam and verify that the online clock within the online exam proctoring system is present and visible to the student.
4. The proctor should not permit students to leave the test environment during the test session.
5. If there is improper conduct on the part of the student or any evidence that the examination process has been violated, the proctor should terminate the examination and immediately contact CUNA's Learning Solutions at 800-356-9655 opt. 3 or cpdonline@cuna.coop.

EXAM INSTRUCTIONS

1. The online exam proctoring system can be found here: <https://learn.cuexams.org>
2. Either the proctor or the student can initiate the web conference, though the student should share their desktop during the exam allowing proctor to monitor

their activity. **Use the give and/or request control features of your tool to allow for appropriate data inputs.**

3. For those proctoring more than one student at a time, proctor should be observing the test takers, their behaviors and environment. **Use the give and/or request control features of your tool to allow for appropriate data inputs.**
4. Students have been supplied a username/password (also noted above) and further instructions to the online exam proctoring system prior to their exam date and will need to refer this information to continue.
5. Once the student has selected the appropriate exam, a password will be required to enter the exam. **Please enter the Proctor Password provided to you above to continue** (Note: This password is case-sensitive and should not be shared with the student). Once the password has been entered, click on: OK.
6. The proctor agreement will then be displayed. Please review this information and enter the required fields (Proctor's name, title, organization, email address).
7. Place a checkmark in the box: I certify that, in administering this exam, I have adhered to the terms of this agreement and click on: **Submit**.
8. The exam will then display, and the two-hour time limit will begin. The student takes controls to complete the exam.
9. Once the student has completed the exam, they should click on: **Finish Attempt**. Student should review the summary of attempt screen and ensure all questions display: **Answer Saved**. To return to exam and complete answer(s), click on: Return to Attempt. When completely finished with exam, click on: **Submit all and Finish**.
10. The exam results screen will then display. The student can click on: **Send** to email those results to the email they have provided CUNA. An email sent confirmation will then display.
11. Student should click on: **Finish Review** and then close their browser to exit the Online Exam Proctoring System.
12. The student's grade will appear on their CPD Online transcript within 48 hours.
13. Upon completion of above steps, student and proctor should disconnect from virtual testing environment.

EXAM RETAKES

****** THE CREDIT UNION WILL BE INVOICED \$50 PER EXAM RETAKE *****

If a student has failed an exam, the student may immediately retake the exam (if mutually agreed upon with the proctor).

Proctors: 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 student reschedule the exam retake for another time and take the opportunity to study the material again, prior to retesting.

OR

The student will need to request a retake exam as soon as possible by completing the [Proctored Exam Request form](#) at least four weeks in advance of the testing. This allows time to process exams.

ONLINE EXAM PROCTORING ASSISTANCE

Please call Learning Solutions during normal business hours Mon-Fri 7:30 am- 4:30 pm CST at 800-356-9655 ext. opt. 3 or email cpdonline@cuna.coop