

Proctored Exam Questions - COVID-19

Your health, safety and welfare are our highest priority. If you are experiencing an interruption to proctor services or need to postpone your exam due to COVID-19, CUNA will remain flexible and work with any student to accommodate alternate testing dates.

We request students work with their proctor to determine a mutually agreeable *new* exam date at a time when the proctor facility has reopened. **CUNA does not need to be notified of the new date and time.**

If the select proctor has postponed services and there is an urgent need for the student to take an exam(s), students may locate a new proctor to accommodate an earlier testing date. In this instance, **please notify CUNA by completing and submitting the [Proctored Exam Request Form](#) and include the new proctor information.** Please keep in mind that we request 4 weeks' notice to process an exam request. In the event a student is unable to provide the requested 4 weeks' notice, CUNA is temporarily waiving the \$100 rush fee. To schedule a rush exam, complete and submit the [Proctored Exam Request Form](#), then email cpdonline@cuna.coop or call: 1-800-356-9655, option 3 to finalize the rush request. For additional information see the [Proctored Exam Procedures](#).

FAQ's

Q: My proctor has postponed proctored exam services, what now?

A: Your health, safety and welfare are our highest priority. We will remain flexible and work with any student to accommodate alternate testing dates. We suggest you work with your proctor to determine a mutually

agreeable new exam date at a time when the proctor facility has reopened. **CUNA does not need to be notified of the new date and time.**

Q: Can I use ProctorU Proctoring Services for my proctor?

A: Yes, absolutely! CUNA has connected with ProctorU, a leading proctoring solution for online exams that allows students the flexibility of testing 24/7. For additional information see the [Proctored Exam Procedures \(Choose ProctorU\)](#).

Q: Can I use a virtual proctor for remote proctoring?

A: CUNA's accreditor, ACE (American Council on Education) has provided approval to proceed with virtual remote proctoring, using a web conferencing tool that allows for screen sharing and provides control to others. Virtual remote proctoring allows students to take the proctored examination at a separate physical location from the proctor, without compromising the integrity of the exam. For additional details see the [Guidelines for Remote Proctoring](#) and the [Proctored Exam Procedures \(Choose Your own proctor\)](#).

Q: My proctor is no longer available; can I choose a new proctor?

A: Yes, absolutely, you may locate and choose a new proctor. CUNA recommends students select our vendor, ProctorU, which allows the flexibility to schedule exams 24/7. For additional information see the [Proctored Exam Procedures \(Choose ProctorU\)](#). In addition, students may also choose their own proctor. Here are the [Proctor Guidelines \(Choose your own proctor\)](#). After locating a new proctor, gather the proctor name, address, phone number, email address and notify CUNA by completing the [Proctored Exam Request Form](#).

Q: Can someone at my credit union be a proctor?

A: It is not acceptable for a credit union employee to be a proctor. Proctors must be a disinterested third party and follow the [Proctor Guidelines](#).

Q: What are the proctor exam procedures?

A: We request a minimum of 4 weeks to process your exam request. Please review the [Proctored Exam Procedures](#) and complete and submit the [Proctored Exam Request Form](#). In the event a student is unable to provide the requested 4 week notice, CUNA is temporarily waiving the \$100 rush fee. To schedule a rush exam, complete and submit the [Proctored Exam Request Form](#), then email cpdonline@cuna.coop or call: 1-800-356-9655, option 3 to finalize the rush request. For additional information see the [Proctored Exam Procedures](#).

Q: I am taking the CUCE/BSA exam(s) and my proctor has suspended services. What are my options?

Rest assured CUNA is committed to working with students to accommodate alternate testing dates. Your health, safety and welfare are highest priority. You have several options for completing your exams this year. First, here is a reminder of a few things:

- CUCE Exam windows:
2020
 - Fall window: August 3 – November 6, 2020 (Submit exam request by July 3)

- 2021
 - Spring window: February 1 - May 21, 2021 (Submit exam request by January 1)
 - Fall window: August 2 – November 5, 2021 (Submit exam request by July 2)

- BSA Exam window:
2020/2021
 - October 19, 2020 – October 1, 2021 (Submit exam request by September 1, 2021)

- Exams may be taken during either window. Additionally, you are welcome to take some exams in the spring and some in the fall.
- If you successfully pass some exams during the spring window and take the remaining exams during the fall window, you do NOT have to retake the exams taken during the spring window.

Knowing that, you may choose any of the following that work for you:

1. Work with your proctor to determine if a mutually agreeable **new** exam date, at a time when the proctor facility has reopened, is an option.

2. Locate a new proctor who is available on the dates you wish to take your exam(s). In this case, please gather the new proctor details (name, mailing address, phone number, email address) and notify CUNA by completing the [Proctored Exam Request Form](#).
3. If you are unable to schedule the exams during the fall window and need to finish your exams prior to the spring exam window, please contact Jess MacLagan at Jmaclagan@cuna.coop or 608-231-4380 to work out a plan.