



April 2010

Centralizing the Delivery of Client Sales and Service to Better Serve YOU - Our Clients

The first two weeks of March was an important time for CUSOURCE Credit Union Knowledge Network (CUSOURCE Knowledge Network). This is when changes within the organization were announced to our staff and clients.

Part of these changes includes the centralized delivery of client sales and services and the closure of CUSOURCE regional offices on June 15th, 2010.

We believe that the centralized delivery of client sales and service will create efficiencies allowing us to invest in the development and delivery of learning content.

Click [here](#) to read the notice sent to our clients in March. Look for more detailed information in the coming months; in the meantime, if you have any questions, comments or general feedback, please share these with your Regional Office.

*****Important Information for ANY SkillSoft eLearner*****

Have you completed your SkillSoft eLibrary Course Yet?

The deadline to complete any SkillSoft eLibrary course is fast approaching. Learners with an active SkillSoft user license have until April 6, 2010 at 6:00 p.m. ET to complete any "in progress" SkillSoft course.

1. After the April 6th deadline, the progress of any incomplete course will be lost.
2. ANYTIME prior to April 8th, **users need to adjust the Java settings on their computer.** This adjustment is required in order for progress in the SkillSoft course to be updated on the LMS, and may need to be performed by your system administrator.

Click [here](#) to read specific details on this enhancement and for a link to the [Technical Requirements Document](#).

Overview of the Credit Union System Gets a Make Over!

On April 19, 2010, CUSOURCE Knowledge Network will launch a refreshed and newly updated *Overview of the Credit Union System* eCourse.

This eCourse will tell employees the credit union system story and answers such questions as, "What is the credit union difference?" The over-arching goal of this eCourse is to help employees feel passionate about sharing "our story" when addressing questions from prospective as well as current credit union member/owners.

Click [here](#) to read more about the "make over difference".

Commercial Lenders: What's in Your Toolbox?

Don't forget about these handy assessment tools...

These tools from the Risk Management Association (RMA) are designed to help you recognize your strengths and target potential gaps.

So, what's in your toolbox?

- **The Fundamentals Exam:** Best suited for new and "preparing to be" commercial lenders;
- **The Diagnostic Assessment:** Best suited for individuals with 1-3 years of commercial lending experience or in risk management; and
- **Credit Risk Certification (CRC):** Best suited for individuals with a minimum of 5 years of credit risk experience.

Click [here](#) to learn more.

April & May 2010 Free Power Hour Webinar Schedule

Sign up today for the following *free Power Hour* information webinars. Please note:

- Webinars are at 1:00 p.m. ET unless otherwise listed
- Registration deadline is 1 day prior to the webinar

Space in each session is limited so register now!

Meet the LMS

- Wednesday, April 7
- Wednesday May 3

Accredited Commercial Lender: The Road to Success - Getting There from Here

- Thursday, April 22

Using eMentor's Industry Resources to Make Credit Decisions

- Wednesday, April 28

The CUDA Program - Get on Board

- Wednesday, May 12 @ 3 p.m. ET

To see the full list of upcoming webinars, see the current [webinar schedule](#). To sign up, login to [CUSOURCE[®] LMS](#), then go to "Catalogue" > By Topic > Webinars.

2010 ACE Institute Jul 27-30 Cleveland, OH

Plan to Attend this Year's Association of Cooperative Educators (ACE) Institute!

The theme Crossroads: Choosing Cooperation "*will advance excellent work in cooperatives, credit unions, caisses populaires and others in the social economy,*" says ACE Executive Administrator, Bill Patrie.

Click the logo to visit Ace Institute's website and learn more about this upcoming conference!



Act Now! Two RMA eCase Studies Remaining

Yes that's right! There are two remaining RMA eCase Studies and Facilitated Discussions.

Commercial Lenders don't miss out on this fantastic enriched learning opportunity to work through two unique online eCase studies with a subject matter expert and a group of your peers.



Credit Union
Central of Canada

2010 Canadian Conference
for Credit Union Leaders
May 1-5 Winnipeg Convention Centre

Be a part of this year's must-attend event
for credit union directors & executives
Visit

www.cucentral.com/eventsconf
and Register Today!

"This manner of training is time and cost effective. It allows access to good trainers to a small group and to people in various locations with specific training interests...There was discussions about many things and different ways of viewing the application and request. All was worthwhile." - Brad Day, Steinbach Credit Union.

Remaining Case Studies:

Road Runner Bridge and Road Repair Company

- eCase Study **Registration Deadline:** April 1
- Facilitated Discussion: April 21 (1-2 pm ET)

Quality Home Health Care Inc.

- eCase Study **Registration Deadline:** May 3
- Facilitated Discussion: May 19 (1-2 pm ET)

Designed for commercial lenders with a minimum of 18 months experience or for those who are taking on an underwriting role, these webinars provide an interactive, hands-on way to build both lending skills and personal networks.

Don't delay. Register today.

To register for a case study, you must first complete the RMA *eMentor* license registration. Cost: Free with your subscription

To register for the online facilitated discussion, you must first submit the completed case study to the RMA website and receive "completed status" on the learning management system. Cost: \$60.00

For more information about any of the items in *eNews*, contact your [Regional Office](#).