



June 2010

Transition Update: Final Stages of Regional Office Transitions

We are pleased to share that we are in the final stages of our transition from regional offices to a centralized delivery of client support based out of the Toronto office.

With British Columbia, Ontario and Manitoba successfully transitioned and the Prairies and Atlantic regions to transition by June 9th, we are ahead of our original June 15th schedule. The client feedback thus far has been positive and encouraging.

"I've had a few opportunities to deal with the centralized support desk and I'm happy to report that the responses have been fast and helpful with good customer service. It's making the transition away from the regional support much easier than I expected."

-Carmen Gemmell, Training Officer, Northern Savings Credit Union.

Click [here](#) to read the recent update from our CEO, and to see the timetable of regional office transitions.

Also, watch for our formal announcement of the new Client Solutions Team on our [website](#) and in the July edition of *eNews*.

ONE National Toll Free Number to Serve our Clients



**Our Five Regional
Toll Free numbers
NOW ONE!
1.888.367.1386**

Where does this number go?

This toll free number is directed to Client Solutions where one of our friendly staff will be available to answer your call.

When can I use this number?

Client Solutions is available to handle your day-to-day service inquiries—the same inquiries that you would normally direct to your regional office.

Client Solutions is available Monday to Friday 7:30 a.m. to 7:30 p.m. ET.

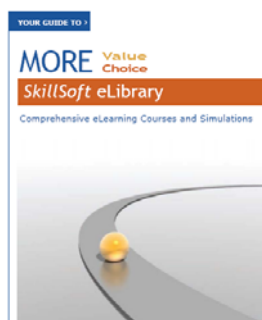
Click [here](#) to learn more!

Notice to Clients: User License for Foundational e-Library

As of June 1, the User License for Foundational e-Library is called the *SkillSoft* eLibrary License.

In January 2010, we introduced you to the new *SkillSoft* eLibrary—an expansion of the eLearning Foundational Library, along with the addition of two other libraries & hundreds of other new eCourses.

There are no changes in the way that users access this license – simply a change in name to align with the new *SkillSoft* eLibrary.



Now Available! *SkillSoft* eLibrary Brochure and Course Directory

You asked. We listened! We are pleased to announce the availability of our new [SkillSoft eLibrary Brochure](#) supported by a [Detailed Course Directory](#). Both of these documents can be found on our website, or by clicking the links above.



The [SkillSoft eLibrary Detailed Course Directory](#) is a comprehensive listing of all of the eLearning courses and simulations available on the *CUSOURCE*® Learning Management System. The directory is divided into seven curricula, or topic areas, and is colour coded for ease of navigation. Check back often as new courses are added regularly.

Discover more and [download your copy](#) today!

MORE Harvard ManageMentor Webinars coming this Fall

The last **Harvard ManageMentor (HMM) PowerHour** webinar for Spring 2010 was held on June 2nd.

Now's the time to plan for Fall!

Harvard ManageMentor10 offers practical advice, downloadable tools and time-saving tips on over 40 topics that draw on new research and established thought leaders to help managers apply new skills and information on the job.



Click the brochure image to learn more about HMM and what it can offer your credit union.

Fall Cohorts: Registration Now Open

Looking for an opportunity to network with your peers across the country? Then take a look at the following cohort study options for Fall 2010.

- CU00-185 Products and Services
- CU00-200 Credit Union System
- CU00-210 Consumer & Residential Mortgage Lending
- CU00-240 Fundamentals of Personal Financial Planning
- CU00-340 Commercial Mortgage Lending
- CU01-345 Commercial Lending

"I have already registered for the 210 cohort in the fall....[Participating in a cohort this Spring] was such a positive experience that I registered right away for the 210. I really appreciated the learning experience." ~ Dawn Koyanagi, Kootenay Savings

Cohorts Start: Sep 29 | Registration Closes: Sep 17
CUIC Exam: March 15

Register today....Spaces are limited!

2011 National Course Calendar

Call for Input! Want to see a specific course in 2011? Send your ideas by June 30th to Client Solutions: clientsolutions@cusource.ca.

June & July 2010 Free PowerHour 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!

June Schedule

Mentors for Managers? Meet Harvard ManageMentor

- Wednesday, June 2

Cohorts - If you Don't Like to Learn Alone...

- Wednesday, June 9
- Wednesday, June 23

MSR Accreditation Program - What is it?

- Tuesday, June 15

Tools for Tackling Business Literacy

- Wednesday, June 16

July Schedule

Cohorts - If you Don't Like to Learn Alone...

- Wednesday, July 7
- Wednesday, July 21

MSR Accreditation Program - What is it?

- Tuesday, July 13

See the current [webinar schedule](#). To sign up, login to [CUSOURCE® LMS](#), then go to "Catalogue"> By Topic> Webinars

Preparing for the June **CUIC®** Exam?

The upcoming CUIC exam is being held on June 16th, and we are thrilled to share that a total of 514 students are registered to write the exam! Best wishes and good luck to all!

The next CUIC exam will take place in November 2010. Watch for more details later this summer.

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