



May 2010

## Transition Update: Centralized Delivery of Client Sales and Service

CUSOURCE Credit Union Knowledge Network (CUSOURCE Knowledge Network) is pleased to share that the transition period to our new business model is well underway, and that we are on track with the timetable of activities.

On April 26, we welcomed our new Client Solutions Manager, Michelle Cummings. Michelle has a background is in Human Resources and financial services, as well as past experience within the credit union system.

Click [here](#) to read the recent update from our CEO. 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.

## Now Available! Overview of the Credit Union System *Re-launched*

CUSOURCE Knowledge Network is pleased to announce that the refreshed and newly updated Overview of the Credit Union System eCourse is now available at a cost of \$59 to all CUSOURCE Knowledge Network subscribers.

Click [here](#) for the Overview of the Credit Union eCourse description or contact your CUSOURCE Knowledge Network [regional office](#) for more information.

Register today, and start experiencing the benefits of this redesigned eCourse!

## Successful Implementation of SkillSoft Live-updating Enhancement

Effective immediately, *SkillSoft* license users are experiencing the live automatic updating of *SkillSoft* course marks captured in real time in their training transcripts on the CUSOURCE Learning Management System.

Click [here](#) to read more on this announcement or for access to the [Technical Requirements Document](#).

## 2009 Report to Stakeholders Now Available!

This year's Report to Stakeholders summarizes the results of the key business activities and services that we provided throughout 2009.

CUSOURCE Knowledge Network continues to have confidence in the strength of the credit union system and our position as a valued strategic partner.

Copies of the Report will be sent to Stakeholders the week of May 3<sup>rd</sup>.

Click [here](#) to view now.

## ONE Toll Free Number to Better Serve our Clients



Our **Five Regional** Toll Free numbers *will be merging in to* **ONE National** Toll Free Number

### Phasing in/out period:

The new national toll free number will be fully operational June 15<sup>th</sup>. Take note of our new number coming out on June 1<sup>st</sup>.

As we phase in this new number, our existing regional numbers will remain in operation for a period of time to allow our clients to transition.

Watch for the new **CUSOURCE<sup>®</sup>** National Toll Free Number on our website and in upcoming client communications.

## LAST RMA eCase Study Facilitated Debrief and Discussion until Fall 2010

This is the last opportunity to participate in a RMA eCase study facilitated debrief and discussion until fall 2010.

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

Quality Home Health Care Inc. **Facilitated Debrief and Discussion:** May 19 (1-2 pm ET)

- eCase Study Registration Deadline: May 5
- eCase Study Completion Deadline: May 10
- Facilitated Debrief and Discussion Registration Deadline: May 12

With subscription, the eCase Study is free and the Facilitated Debrief & Discussion is \$60.00.

Although eCase studies are always available, to maximize your learning from the debrief and discussion, registrants will need to submit their eCases to RMA.

For more information, please contact your [regional office](#).

## **CUIC<sup>®</sup> June Exam Registration is Now Open!**

For **employees** who registered in their **CUIC** course between **March 1 and July 31, 2009**, this is their LAST opportunity to write an exam.

Registration Closes May 15. Click [here](#) for more information.

For **directors** who have completed the **CUDA<sup>®</sup>** Program, this is an opportunity to write an Accreditation exam.

Register today for a **CUDA<sup>®</sup>** exam preparation webinar. Registrants will receive a PowerPoint and a **CUDA** sample exam.

Date: May 19/27. Time: 6 p.m. ET. Duration: 2 hrs  
Cost: \$95 p/p, per webinar

## May & June 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

- Monday, May 3

### MSR Accreditation Program - What is it?

- Tuesday, May 4
- Tuesday, June 15

### Cohorts - If you don't like to learn alone...

- Wednesday, May 5
- Wednesday, June 9
- Wednesday, June 23

### The MSR Start Series...A Roadmap for Success

- Wednesday, May 12

### Introducing the **CUDA<sup>®</sup>** Program - Get on Board!

- Wednesday, May 12 @ 8 p.m. ET

### Mentors for Managers? Meet Harvard ManageMentor

- Wednesday, May 19
- Wednesday, June 2

### Professional Accreditations for Credit Union Employees. Want 1? Which 1 is for u?

- Wednesday, May 26

### Tools for Tackling Business Literacy

- Wednesday, June 16

See the current [webinar schedule](#).

To sign up, login to [CUSOURCE<sup>®</sup> LMS](#), then go to "Catalogue"> By Topic> Webinars

For more information about any of the items in *eNews*, please contact your Regional Office.