

# CUES Executive Compensation and Employee Salary Survey

## Frequently Asked Questions: Participation

Contact CUES Survey Support at 866.508.0744 or [surveysupport@cues.org](mailto:surveysupport@cues.org) for additional help.

### When is the participation period?

Survey participation opens Jan 1 and closes March 31.

### How long does the survey take?

While participation time varies depending on how many positions you are submitting, we estimate each position should take no more than 15 minutes if you have your salary and compensation information on hand.

### What will I need to have on hand?

For each Executive position, have the following ready:

1. Base salary
2. Bonus, incentives, and other taxable compensation information
3. Professional development costs for the past year and projected for now and the next year
4. Car allowance
5. Benefits

For each Employee position, the following ready:

1. Total number of employees for that position
2. Current average yearly salary, lowest salary, and highest salary paid for the position
3. Salary range minimum and maximum
4. Bonus eligibility

### How do I access the survey to participate?

Go to the Executive Compensation Survey page at [cues.org/ecs](https://www.cues.org/ecs), the Employee Salary Survey at [cues.org/ess](https://www.cues.org/ess), or navigate to the page through the Products and Services page on [cues.org](https://www.cues.org).

Click the blue PARTICIPATE ribbon in the shaded area on the left. Log in. The page will refresh. Click PARTICIPATE again.

The image shows a screenshot of the CUES website's 'Products & Services' page. The page features a search bar for product names, filter options, and a 'PARTICIPATE' button highlighted with a red box. A red arrow points to the 'Products & Services' link in the top navigation menu. To the right, a sidebar displays pricing information: 'Member Price \$725' and 'Non-Member Price \$1,055'. Below the pricing, there is a 'PARTICIPATE' button and a 'RUN REPORTS' button. The text below the pricing states: 'Survey participants and CUES Unlimited+ members must call in to purchase at reduced price. Not applicable to Canadian credit unions.'

**What happens if I forget my password?**

If you forget your password you can enter your email or username at the "[forgot your password](#)" link when logging in or contact Survey Support at 866.508.0744 or [surveysupport@cues.org](mailto:surveysupport@cues.org)

**Can I share my username and password with others at my credit union that may need access to the online reports?**

Please do not share your login information with anyone. If someone else at your credit union requires access, please contact Survey Support at 866.508.0744 or [surveysupport@cues.org](mailto:surveysupport@cues.org).

**Why does CUES require a CUES login to participate in the survey?**

CUES understands the importance of keeping compensation data secure and confidential. Our login process requires each participant to be granted access to participate, so your data remains confidential.

**Do I have to submit data for every position?**

No. Please only submit data for positions that relate to those in your own organization. Look for a 75% match between the CUES position description and your credit union’s position description. Do not match position titles alone as those vary greatly from credit union to credit union.

**Does CUES want data that is current as of right now, or data from our last salary review?**

Please provide us with data that is current as of January 1 of the current year.

**Do I have to do it all at once?**

No. At any point in filling out a position’s information, you may choose the “save and exit” option to save the data you have entered. Be sure to return and choose submit prior to March 31 so your data will be included in the survey.

**What if I need to correct information after I have submitted my completed survey?**

Simply enter the information again on the survey page and be sure to click the "Submit" button. You may submit corrections through March 31.

**The Survey link isn’t active. It is grayed out. Why?**

You must first complete the Credit Union Profile. Once you’ve completed and hit submit on the Credit Union Profile, the survey link will be active.

Survey	Status	Date Modified
<a href="#">Credit Union Profile</a>	In Progress	8/3/2016 9:58:57 AM
Executive Compensation Survey	Not Started	

## How can I tell which positions I've submitted already?

The status column next to each position will let you know:

### Executive

- **Blank** – this position has not been started or saved, and is not submitted
- **Complete** – this position is done and submitted. You may still make changes prior to March 31
- **In progress** – this position has some data entered but is not submitted and will not be included in survey reports. To be sure to include these data, you must go into the position and click “submit.”
- **Outdated** – this position has data from the previous year. Update the data if you wish to include it in this year’s survey report.

Survey	Status
Credit Union Profile	Complete - 3/1/2019 5:01:32 PM
Executive Compensation Survey	
<i>i</i> CEO (100)	Complete - 3/1/2019 5:01:54 PM
<i>i</i> Executive Vice President (120)	Outdated - 2/28/2017 2:24:48 PM
<i>i</i> Chief Financial Officer (200)	Outdated - 2/19/2018 2:41:35 PM
<i>i</i> Chief Operations Officer (300)	Outdated - 3/9/2018 2:58:41 PM
<i>i</i> Chief Lending Officer (400)	
<i>i</i> Branch/Member Services Executive (500)	
<i>i</i> Marketing Executive (600)	
<i>i</i> Human Resources Executive (700)	In progress - 11/19/2019 11:35:22 AM
<i>i</i> Information Systems/E-Commerce Executive	

### Employee

- **Blank** – this position has not been started or saved, and is not submitted
- **Submitted** – this position is done and submitted. You may still make changes prior to March 31
- **Saved (Not Submitted)** – this position has some data entered but is not submitted and will not be included in survey reports. To be sure to include these data, you must go into the position and click “submit.”

Credit Union Profile	Complete - 3/1/2019 5:01:32 PM	
JOB TITLE	LAST MODIFIED	STATUS
<b>Administrative</b>		
<i>Salary:</i>		
<input checked="" type="checkbox"/> <i>i</i> Compliance Officer (A017)	11/19/2019 11:25:44 AM	Submitted
<input checked="" type="checkbox"/> <i>i</i> Facilities Manager (H320)	11/19/2019 11:24:37 AM	Saved (Not Submitted)
<i>Hourly:</i>		
<input checked="" type="checkbox"/> <i>i</i> Executive Administrative Assistant (A018)	11/19/2019 11:25:45 AM	Submitted
<input type="checkbox"/> <i>i</i> Facilities Maintenance Worker (H160)		
<input type="checkbox"/> <i>i</i> Secretary to CEO (A180)		

## I've participated. Now what happens?

CUES will collect data through March 31. At that time, all data will be reviewed and cleaned. The survey results will be released in July via CUES dynamic online survey reporting tool and summary data will be released in the annual CUES Executive Compensation Summary Report; both of these resources are available to CUES Unlimited+ Members and to purchasers of the survey reports. Last year's data will still be available for reports during the review period.

**I'm not sure my credit union has purchased the survey results. How do I find out?**

Contact CUES to find out if your credit union currently has a subscription to the CUES Executive Compensation Survey and Reports. You need just one subscription for your credit union; each individual does not need a subscription. Contact CUES Survey Support at 866.508.0744 or [surveysupport@cues.org](mailto:surveysupport@cues.org).