

Compensation Survey FAQ

What/Who is CUES:

CUES is an international membership association focused specifically on leadership development for Credit Unions. With over 60 years serving credit unions in Canada and the US, CUES is committed to supporting the credit union movement through developing effective leaders connected to the cooperative principals.

Why have we changed Compensation Survey Providers?

While CUES has offered their compensation surveys in the US since 2008, they chose to not offer it in Canada knowing that Central 1, and then CCUA, offered a similar survey; there was no need to duplicate efforts or run the risk of compromising data integrity by splitting market participation. As the partnership between CCUA and CUES developed, both parties saw the benefit in offering one comprehensive and robust North American compensation survey. In the fall of 2024, CUES initiated an RFP process to select the most flexible, capable, and inclusive survey provider to meet credit union needs. This process included several survey vendors, of which the former Canadian credit union compensation survey provider was included. Some of the key needs addressed in the RFP were:

- Ease of use and time it takes to complete the survey
- The ability for users to pull custom reports
- The ability to filter results by Canada only
- The ability to include staff and director compensation data
- The ability to compare US and Canadian results
- Cost and ability to provide future enhancements

Why should my credit union participate?

With any great survey or product, the accuracy and usefulness of the results can be only as good as the data put in. To provide Canadian credit unions with complete and detailed reporting, we need to ensure we have enough Canadian data and participation. It is deeply important to CCUA that we are not duplicating efforts in the Canadian sector and that all credit unions participate in the same survey to ensure richness of the final results. While you will receive a discounted rate if you chose to purchase the survey, there is no obligation to purchase if you participate.

The CUES website says compensation surveys are included in CUES membership, is that accurate?

In Canada CUES memberships do not include compensation surveys, so Canadian Unlimited+ memberships are discounted. This is being reviewed for 2026. Canadians are encouraged to participate and can purchase the survey; the price will be the same for CUES members and non-members. To purchase, select the Canadian Purchase button on the website. *Please note: CUES website is not yet updated to reflect Canadian participation. This will be updated shortly.*

What is the cost?

There is no cost to participate in the survey! If your credit union chooses to purchase the results once they are available, CUES has agreed to honor CCUA’s 2024 survey pricing for the 2025 survey year. *Note: while the Executive and Employee Compensation Surveys are broken out separately with CUES, the costs below will include results to both surveys for Canadian Credit Unions in 2025.*

Pricing will be the same for CUES Members and non-Members.

Costs are as follows:

2025 Survey Prices		
The survey prices below are based on the total number of Full-Time Staff employed by a credit union:		
Total Number of Full-Time Staff Employed	Participant	Non-Participant
Greater Than or Equal to 750	\$ 3,350	\$ 4,500
200 to 749	\$ 2,800	\$ 4,000
50 - 199	\$ 1,950	\$ 3,100
Less Than 50	\$ 1,400	\$ 2,550

What is the deadline to participate? 

The survey is now open for participation until May 2nd, 2025!

What are the key differences between this survey and the Central1/CCUA survey from previous years?

Once Canadian data is available, the CUES Compensation surveys will have a full North American scope where CUs can compare data across more organizations and regions. The CUES survey reporting is also fully online and allows participants to filter and compare data, creating customized reporting without additional fees. While the previous survey contained executive positions and employee positions in one survey, the CUES compensation surveys break out the Executive Compensation Survey and Employee Salary Survey separately. Participants are strongly encouraged to participate in both. Canadian Credit Unions purchasing the survey will receive access to both.

I have additional questions, who do I contact for support?

For additional questions please reach out to your credit union's CCUA Education Relationship Manager. If you are unsure who your Relationship Manager is, please contact Client Solutions cliensolutions@ccua.com. If you have already begun the survey and have technical questions, please reach contact surveysupport@cues.org.

From CUES FAQ document, include in any communications as desired:

When is the participation period?

Survey participation opens March 3 and closes May 2.

Do I need to be a CUES member?

No, you do not need to be a CUES member to participate. You will need to create a free account on cues.org to access the reporting portal, as each participant is granted access at an individual level. CUES has chosen this login process as we understand the importance of keeping compensation data secure and confidential.

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

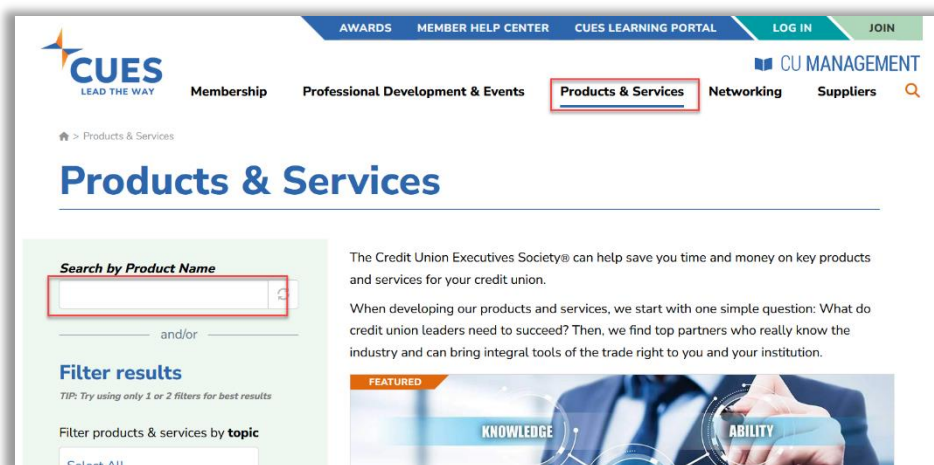
For each Employee position, the following ready:

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, the Employee Salary Survey at cues.org/ess, or navigate to the page through the Products and Services page on cues.org.

Click the blue PARTICIPATE ribbon in the shaded area on the left. Log in.



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

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.

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 May 2 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 May 2.

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
Credit Union Profile	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:

- **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 May 2
- **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.

Executive Compensation Survey		
Job Title	Last Modified	Status
CEO (100)	2/1/2023 2:09:11 PM	Outdated
Business Development Executive (900)	3/7/2025 9:37:19 AM	In Progress
Business Lending Executive (950)	3/12/2025 4:59:53 PM	Complete
Chief Financial Officer (200)	11/19/2019 12:35:19 PM	Outdated
Chief Information Officer (800)		

JOB TITLE	LAST MODIFIED	STATUS
<input type="checkbox"/> Administrative		
<i>Salary:</i>		
<input checked="" type="checkbox"/> Compliance Officer	3/12/2025 4:57:44 PM	In Progress
<input checked="" type="checkbox"/> Facilities Manager	3/12/2025 4:57:44 PM	In Progress
<i>Hourly:</i>		
<input checked="" type="checkbox"/> Administrative Assistant	3/12/2025 4:58:28 PM	Complete
<input checked="" type="checkbox"/> Executive Administrative Assistant	3/12/2025 4:57:44 PM	In Progress
<input checked="" type="checkbox"/> Executive Assistant to the CEO	3/12/2025 4:57:44 PM	In Progress
<input type="checkbox"/> Facilities Maintenance Worker		

I've participated. Now what happens?

CUES will collect data through May 2. At that time, all data will be reviewed and cleaned. The survey results will be released in August 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 purchasers of the survey reports and to US CUES Unlimited+ members. 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.

Who is doing the data review?

CUES has partnered with Industry Insights, a US-based organization with 40+ years of experience in surveying and data analysis, since 2013.