# Owner's VOICE

**CU*ANSWERS AT ITS CORE IS A COOPERATIVE ORGANIZATION. WE ARE CONSTANTLY PUSHING WHAT IT MEANS TO BE A TRANSPARENT CUSO. IT'S TIME TO GET ENGAGED, WE WANT TO HEAR YOUR VOICE, THE OWNER'S VOICE.**

## DISCUSS PROJECTS

CU*BASE projects that fall into our six Owner's Voice categories are up for discussion. Let CU*Answers know why certain projects should be started, finished, or forgotten.

## VOTE ON PROJECTS

After spending time discussing projects, let us know which ones you think should be started, finished, or forgotten. Missed this month? No worries! Voting happens every month!

## SIGN UP TODAY!

**OWNERSVOICE.CUANSWERS.COM**

### CU*ANSWERS
A Credit Union Service Organization

# WHY OWNER'S VOICE?

## YOUR VOICE GUIDES OUR PRIORITIES

As a cooperative, we need your input to move in the right direction. Every owner's input allows CU*Answers to shape our future together. Discussion and voting within Owner's Voice allows every owner to contribute to the process of guiding the priorities for the products and services offered at CU*Answers and our cuasterisk.com partners.

## THE ORIGIN OF OWNER'S VOICE

## *BOOT CAMPS*

Owner's Voice is the culmination of the work from participants in the 2016, 2017 and 2018 Building Solutions as a Co-Op Boot Camps. The participants created Owner's Voice to give member-owners a voice in the decision making process at CU*Answers. The next big idea is out there and Owner's Voice is the vehicle to grow, prioritize, bring value, and complete these projects.

## CONTINUING INTO THE FUTURE

Owner's VIEW

The 2018 Building Solutions as a Co-Op Boot Camp is re-envisioning Monitor, the CU*Answers project monitoring tool. This website will allow member-owners the ability to track the software development life-cycle (SDLC).

# RULES OF THE GAME

## GENERAL RULES

1. To be an eligible user for Owner's Voice, you need to be a part of the credit union industry.

2. Every person that wants to vote or discuss CU*BASE projects must have a user account on Owner's Voice.

3. Users cannot create their own forums or topics.

4. Projects are first categorized by where they are in their lifecycle stage:
   - Help Us Decide What's Next: Projects that have not been started.
   - Help Us Decide What to Focus On: Projects we are currently working on.
   - Help Us Decide What's on the Chopping Block: Projects we were once working on; however, progress has been paused.

5. For each lifecycle stage, projects are separated by their category:
   - Program Modifications: These projects are in line with past and ongoing investments that continue to serve the will and expectations of CU*Answers' user base.
   - Software Enhancements: These are clear, new designs, to do what the software is not currently doing as a tool.

6. Lastly, there is a forum for discussion and a forum for voting in each of the those six categories.

## VOTING RULES

1. Voting topics are categorized by month, then year.

2. Voting for the current month will begin by the sixth of the month.

3. Users can select up to 10% of the projects listed when voting.

4. Users can only submit one vote per project they select.

5. Votes must be submitted by the end of the month.

6. Voting closes on the first of the following month.

7. Users are allowed to modify their votes before the month is over.

8. Users cannot discuss inside of the voting topics.

9. Users cannot create new topics in the voting forums.

## DISCUSSION RULES

1. Each month, new topics are created.

2. A new topic is created for each project.

3. Users cannot create new topics.

4. Topics include the project number, description, type, and hours worked (as of the time it was added).

5. Users can engage in discussion to ask questions or argue for or against a project by replying to a topic.

6. If you would like clarification on a projects description, do not hesitate to ask in the topic thread by replying to the topic.

## VOTING RESULTS

1. Monthly Reports are created to report the voting results of the previous month.

2. Monthly Reports are uploaded under the Owner's Voice Voting Results forum.

3. They are organized by month, then year. Just like voting.

4. Each Report contains all six categories of voting for the given month.

5. Each Report will only display the Top 40 from each of the six categories.

6. Once the Monthly Voting Results Report is created by the Owner's Voice Team, a copy will be given to CU*Answers EVP of Development, Brian Maurer. The report will be present in CU*Answers Production Meetings.

7. A more detailed explanation of the results is located on the second page of the report.
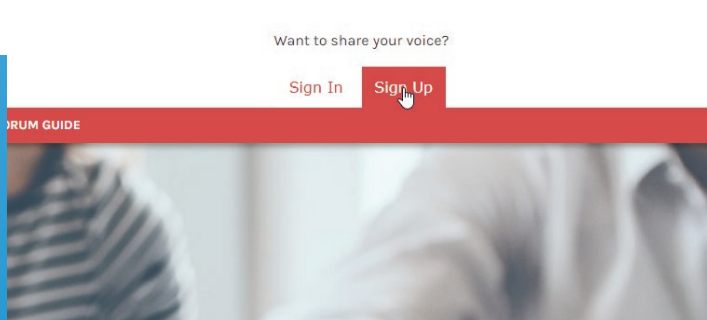
# HOW TO SIGN UP

## THE SIGN UP PROCESS

Participation on the Owner's Voice website requires users to sign up before joining the discussion or voting.  Eligible users need to be a part of the credit union industry.

## 1 STARTING THE SIGN UP PROCESS

To begin the sign up process, visit ownersvoice.cuanswers.com and click the Sign Up button in the top right corner of the web page.  NOTE: Returning users enter the discussion and vote by clicking "Sign In."



## 2 TERMS OF SERVICE

Prior to entering user information, terms of service must be accepted.
NOTE: Users cannot proceed unless "I agree to these terms" has been clicked.

### Owners Voice - Registration

By accessing "Owners Voice" (hereinafter "we", "us", "our", "Owners Voice", "https://ownersvoice.cuanswers.com/forum"), you agree to be legally bound by the following terms. If you do not agree to be legally bound by all of the following terms then please do not access and/or use "Owners Voice". We may change these at any time and we'll do our utmost in informing you, though it would be prudent to review this regularly yourself as your continued usage of "Owners Voice" after changes mean you agree to be legally bound by these terms as they are updated and/or amended.

This website and included materials are intended, but not promised or guaranteed to be current, complete, or up-to-date and should in no way be taken as an indication of future results. All information is provided "as is", with no guarantee of completeness, accuracy, timeliness or of the results obtained from the use of this information, and without warranty of any kind, express or implied, including, but not limited to warranties of performance, merchantability and fitness for a particular purpose. In no event will CU*Answers, its related partnerships or corporations, or the partners, agents or employees thereof be liable to you or anyone else for any decision made or action taken in reliance on the information provided or for any consequential, special or similar damages, even if advised of the possibility of such damages.

Any views and opinions expressed on this web site are those of the authors and do not necessarily reflect the official policy or position of CU*Answers or any of its affiliates.

You agree not to post any abusive, obscene, vulgar, slanderous, hateful, threatening, sexually-orientated or any other material that may violate any laws be it of your country, the country where "Owners Voice" is hosted or International Law. Doing so may lead to you being immediately and permanently banned, with notification of your Internet Service Provider if deemed required by us. The IP address of all posts are recorded to aid in enforcing these conditions. You agree that "Owners Voice" have the right to remove, edit, move or close any topic at any time should we see fit. As a user you agree to any information you have entered to being stored in a database. While this information will not be disclosed to any third party without your consent, neither "Owners Voice" nor phpBB shall be held responsible for any hacking attempt that may lead to the data being compromised.

Through this website you are able to link to other websites which are not under our control. We have no control over the nature, content and availability of those sites. The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them.

| I agree to these terms | I do not agree to these terms |
| --- | --- |

# 3 SIGN UP INFORMATION

Begin the sign up process by entering a username, email address, and password and selecting a language and timezone.  In order to prevent automated form submissions, enter one of the following answers in the field "Which CUSO created this site?:"

CU*Answers
CU*South
CU*NorthWest

## Owners Voice - Registration

Please note that you will need to enter a valid email address before your account is activated. You will receive an email at the address you provide that contains an account activation link.

**Username:**
Length must be between 3 characters and 20 characters.

**Email address:**

**Password:**
Must be between 6 characters and 100 characters.

**Confirm password:**

**Language:** English ▼

**My timezone:** UTC-04:00 - 03 Oct 2017, 13:48 ▼
America/Anguilla ▼

### Confirmation of registration

**Which CUSO created this site?:**
This question is a means of preventing automated form submissions by spambots.

# 4 CONFIRMATION EMAIL

Double check all information prior to submission.  Once the form has been submitted, a confirmation email will be sent to the email address entered as a record of enrollment in Owner's Voice.

Tue 10/3/2017 2:27 PM

support@ownersvoice.cuanswers.com
Welcome to "Owners Voice"

To    Noah Butler
ℹ️ We removed extra line breaks from this message.

Action Items

Welcome to Owners Voice forums

Please keep this email for your records. Your account information is as follows:

---------------------------
Username: noahbutlertest

Board URL: https://ownersvoice.cuanswers.com/forum
---------------------------

Please visit the following link in order to activate your account:

https://ownersvoice.cuanswers.com/forum/ucp.php?mode=activate&u=617&k=1F2CO2LBU2

Your password has been securely stored in our database and cannot be retrieved. In the event that it is forgotten, you will be able to reset it using the email address associated with your account.

Thank you for registering.

--
Thank you for sharing your voice!
- The Owner's Voice Team

# HOW TO VOTE

## USER VOTING

Inside of a project's voting topic, users are only able to cast or recast a vote.  Discussion of voting topics is not permitted within the voting section.

NOTE: Additional topics can not be created within the voting area.

## 1 NAVIGATING TO A PROJECT CATEGORY

To begin voting, choose from  the lifecycle stages "Help Us Decide What To Do Next," "Help Us Decide What To Stay Focused On," or "Help Us Decide What's On The Chopping Block," and then click on the category "Software Enhancements" or "Program Modifications."



## 2 NAVIGATING TO VOTING

Select the current month to vote on the selected category and click "Voting."
NOTE: Previous months voting is locked and only shown for archival purposes.

# 3 SELECTING YOUR PROJECTS

To vote on a project, mark the corresponding check box adjacent to the project number and title.  Selected check-boxes will be marked red.

NOTE: Each user can only vote on 10% of listed projects each month.



**NEW!**
*AS REQUEST BY THE 2017 AND 2018 BUILDING SOLUTIONS AS A CO-OP BOOTCAMP, NEW DETAILED DESCRIPTIONS ADDED TO VOTING AND DISCUSSION!*

# 4 SUBMITTING YOUR VOTE

Complete the voting process by clicking "Submit vote."

NOTE: Current voting results can be viewed by clicking "View results" below "Submit vote."

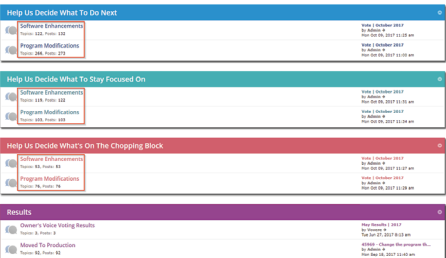# HOW TO JOIN THE DISCUSSION

## USER DISCUSSION

Discussion is a critical component of Owner's Voice and users are encouraged to participate in all discussion topics presented on the website.

Inside of a Project's Discussion Topic users are able to reply to topics and quote another user to reply to that user's comment.
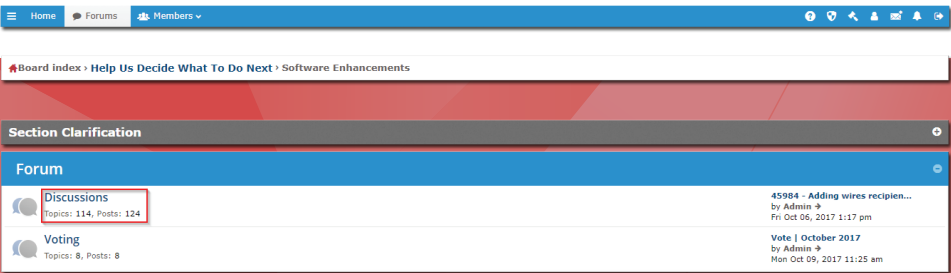
Note: New topics cannot be created.

## 1 NAVIGATING TO A PROJECT CATEGORY

To start discussing a project, navigate to one of the six project categories.
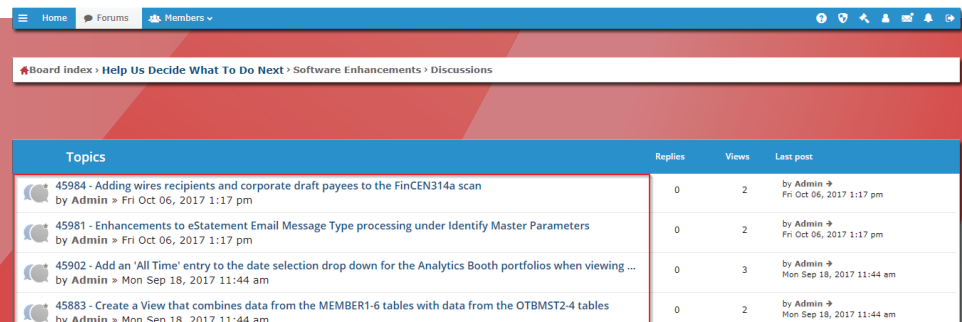


## 2 NAVIGATING TO THE DISCUSSION FORUM

Once a project category has been chosen, enter the discussion forum by clicking "Discussions."
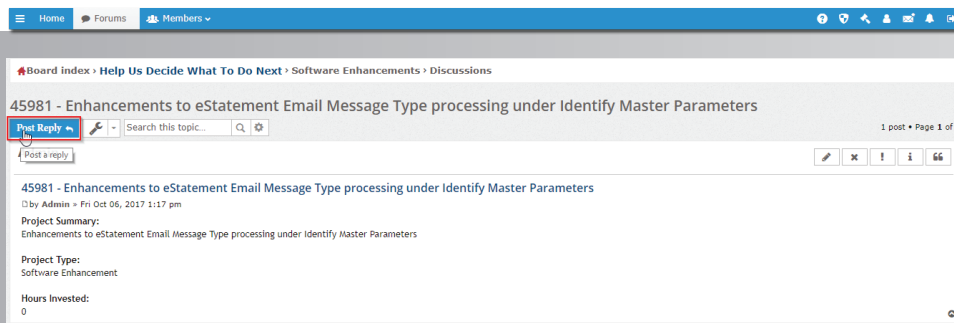


## 3 NAVIGATING TO A PROJECT TOPIC

Once you've navigated to the Discussion Forum, decide which project you'd like to comment on. Each row is a different project.
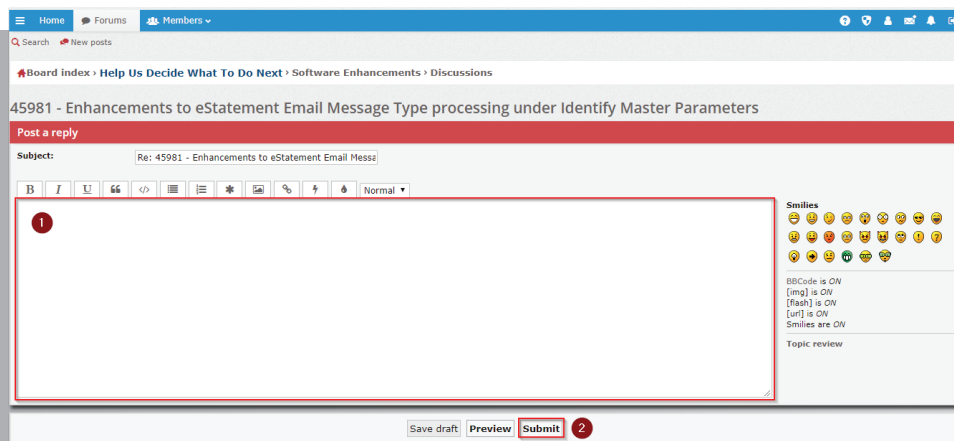
# 4 STARTING A REPLY

Select the "Post Reply" button to start your post and share an opinion, ask a question, etc.



# 5 CRAFTING A REPLY

Replies are entered by filling in the text box. The interface allows for text editing similar to Microsoft Word or advanced editing can be done with HTML and previewed by clicking "Preview" below the text box. Completed replies are submitted by clicking "Submit" below the text box.

NOTE: Replies can be saved as a draft and revisited by clicking "Save draft."



# 6 STARTING A REPLY TO ANOTHER COMMENT

Replying to another user's comment can be done by clicking the quote button on the corresponding reply.
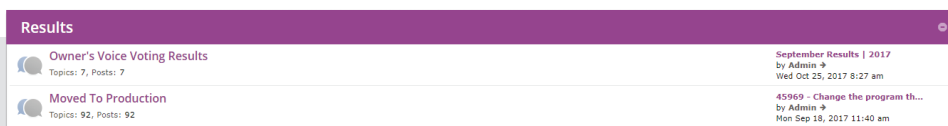
# HOW TO VIEW RESULTS

## VIEWING RESULTS OF VOTING

After the voting period is completed each month, a Voting Results Report is released to all users via the Results forum.

## 1 NAVIGATE TO VIEW RESULTS FORUM

Click "Owner's Voice Voting Results" at the bottom of the home page of the forum to visit the Results Forum.

| Results | |
|---|---|
| **Owner's Voice Voting Results**<br>Topics: 7, Posts: 7 | September Results \| 2017<br>by Admin →<br>Wed Oct 25, 2017 8:27 am |
| **Moved To Production**<br>Topics: 92, Posts: 92 | 45969 – Change the program th…<br>by Admin →<br>Mon Sep 18, 2017 11:40 am |

## 2 NAVIGATE TO DESIRED YEAR

To view results, click the corresponding year.

≡ Home | 💬 Forums | 👥 Members ⌄

🏠 Board index › Results › Owner's Voice Voting Results

| Forum | |
|---|---|
| **2017 Owner's Voice Results**<br>Topics: 7, Posts: 7 | September Results \| 2017<br>by Admin →<br>Wed Oct 25, 2017 8:27 am |

# 3 NAVIGATE TO DESIRED MONTH

Click the month to view the results.

| Topics | Replies | Views | Last post |
|---|---|---|---|
| September Results | 2017<br>by **Admin** » Mon Sep 11, 2017 9:17 am | 0 | 1 | by **Admin** →<br>Wed Oct 25, 2017 8:27 am |
| August Results | 2017<br>by **Admin** » Tue Aug 08, 2017 11:41 am | 0 | 1 | by **Admin** →<br>Wed Oct 25, 2017 8:26 am |
| July Results | 2017<br>by **Admin** » Mon Jul 03, 2017 10:29 pm | 0 | 1 | by **Admin** →<br>Wed Oct 25, 2017 8:25 am |
| June Results | 2017<br>by **Admin** » Wed Jun 28, 2017 5:17 am | 0 | 1 | by **Admin** →<br>Wed Oct 25, 2017 8:24 am |
| May Results | 2017<br>by **Vovere** » Tue Jun 27, 2017 8:13 am | 0 | 9 | by **Vovere** →<br>Tue Jun 27, 2017 8:13 am |
| April Results | 2017<br>by **Vovere** » Tue Jun 27, 2017 7:45 am | 0 | 5 | by **Vovere** →<br>Tue Jun 27, 2017 7:45 am |
| March Results | 2017<br>by **Vovere** » Wed Apr 12, 2017 10:17 am | 0 | 19 | by **Vovere** →<br>Wed Apr 12, 2017 10:17 am |

Board index › Results › Owner's Voice Voting Results › 2017 Owner's Voice Results

# 4 DOWNLOAD THE ATTACHED REPORT

Click the attached report to download and view it.

Board index › Results › Owner's Voice Voting Results › 2017 Owner's Voice Results

**Admin**

**May Results | 2017**
by Admin » Tue Jun 27, 2017 8:13 am

These are the voting results from May 2017 voting period. We are currently still in beta, so during May, only bootcampers participated in the voting process.

**Attachments**
May-2017-Results.docx
(76 KiB) Downloaded 4 times

# NEED HELP?

Contact us at ownersvoice@cuanswers.com

# Owner's VOICE

## QUESTIONS?

ownersvoice@cuanswers.com
ownersvoice.cuanswers.com
(616) 285-5711 x 275

## CU*ANSWERS
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