



## Jack Henry University

### Comprehensive Initial and Ongoing Education

*Jack Henry University provides the educational foundation you need to hit the ground running with Jack Henry Banking's technology and to stay up to speed with ongoing software and system enhancements. Our experts adapt their educational styles and formats to support diverse learning preferences so you can stay in-the-know, outpace the competition, and maximize the potential of the technology driving your bank.*

## Go Ahead – Be a Know-it-All!

### BUSINESS VALUE

- Improve Operations

### COMPATIBILITY

- SilverLake System®
- CIF 20/20®
- Core Director®

### JACK HENRY UNIVERSITY

Jack Henry University is a comprehensive training program that supports clients new to Jack Henry & Associates, Inc.® (JHA) with basic training and longtime clients with continuing education. The dynamic curriculums are designed to provide the ongoing training banks need to maximize the use of JHA's core and complementary products, and to fully understand and optimize ongoing system enhancements.

Year-end training courses focus on new legislative and regulatory requirements, and train-the-trainer programs are also available. Each basic, intermediate, and advanced course is developed and delivered by industry and system experts, and supported by professional instructional materials and innovative training tools. A blended learning approach incorporates different educational media to enhance the learning process and increase content retention. Courses are continually updated based on real-world feedback that is actively solicited.

Jack Henry University efficiently supports unique business environments and distinct learning preferences with a variety of delivery channels including classroom-based, hands-on courses that are offered in JHA's regional training centers; Internet-based live instruction; on-site training; and eLearning courses.

An innovative Web portal is available to access course descriptions and schedules, order educational materials, register for instructor-led, post-conversion classes, register for and take eLearning courses, and request customized courses. This advanced portal automatically tracks each employee's training activities including courses taken, completion dates and delivery method. Electronic statements can be generated to document the training activities and can be imported directly into employee or human resources systems.

### KNOW-IT-ALL NOW

Based on the goal to provide the highest levels of convenience and value, JHA provides annual subscriptions to its eLearning courses that provide continuing education at discounted prices.

Know-It-All Now encompasses all of JHA's Web-based training modules and effectively supports diverse training preferences with two course formats. The self-paced courses deploy interactive technology that allows students to progress at their own pace, and recorded Internet-based courses simulate live training sessions.

Know-It-All Now maximizes training budgets by allowing every associate at subscribing banks to access every eLearning module as many times as they want, 24x7x365, and from any Internet-enabled PC.

Each bank subscribing to this extremely cost-effective service is supported by a custom link that enables its associates to access and complete courses, and downloadable monthly statements that document the courses completed by each associate.

Know-It-All Now is an innovative professional service that enables banks to proactively protect their mission-critical information assets and operational infrastructures, and maximize the return on technology investments.

### **KNOW-IT-ALL CREDIT PROGRAMS**

JHA also offers continuing education credit programs. These programs provide banks with 40 or 90 credits that can be used during a 12-month period for any JHA educational offering, including all available courses and delivery channels, and sponsored seminars at national user conferences. The cost-effective programs provide continuing education credits that are discounted by 33 percent off standard rates.

### **KNOW-IT-ALL LEARNING MANAGEMENT PORTAL**

The Know-It-All Learning Management Portal is an institution-driven learning management system (LMS) that provides the key features found in a typical LMS, such as site branding, customer training, interest tracking, and reporting. This portal enables institutions to upload bank-specific courses, control access to JHA training content, and customize the look and feel of the LMS site.

## WHAT IT DOES:

### Jack Henry University

- Provides comprehensive initial and continuing education including basic, intermediate, and advanced courses.
- Provides year-end training courses that address new legislative and regulatory requirements.
- Provides train-the-trainer programs.
- Is developed and delivered by industry and system experts.
- Is supported by professional instructional materials and innovative training tools.
- Provides a blended learning approach that incorporates different educational media.
- Leverages real-world feedback to continually update courses.
- Provides a variety of delivery channels including classroom-based, on-site, and eLearning courses.
- Provides an innovative Web portal to:
  - Access course descriptions and schedules
  - Order educational materials
  - Register for instructor-led classes
  - Complete eLearning courses
  - Request customized courses

### Know-It-All Now

- Provides continuing education courses at discounted subscription prices.
- Encompasses all of Jack Henry University's courses.
- Supports diverse training preferences with self-paced courses that allow students to progress at their own pace, and recorded Internet-based courses that simulate live training sessions.
- Supports subscribing banks with custom links that provide the ability to access and complete courses.
- Supports subscribing banks with downloadable monthly statements that document the courses completed by each associate.

### Know-It-All Credit Programs

- Provides 40 or 90 continuing education credits for use during a 12-month period.
- Allows credits to be applied for all available JHA courses and delivery channels, and sponsored seminars at national user conferences.

### Know-It-All Learning Management Portal

- Provides unique branding opportunities.
- Provides central course tracking.
- Enables banks to establish internal training curriculum and certifications.
- Allows banks to customize LMS sites.
- Allows banks to control access to JHA content.

## WHAT IT DOES FOR YOU:

### Jack Henry University

- Improves employee productivity, effectiveness, and retention.
- Provides the initial and ongoing training bank employees need and want.
- Prepares associates to maximize the use of JHA's core and complementary products.
- Prepares associates to fully understand and optimize ongoing system enhancements and bank-defined customization.
- Supports distinct business environments and learning preferences with multiple delivery channels.
- Enhances the learning process and increases content retention with a blended learning approach.
- Provides the highest levels of convenience and value with a cost-effective annual subscription service for all eLearning courses.
- Maximizes technology investments.

### Know-It-All Now

- Provides the highest levels of convenience and value with annual subscriptions to Jack Henry University's courses.
- Maximizes training budgets by allowing every associate at subscribing banks to access every eLearning module as many times as they want, 24x7x365, and from any Internet-enabled PC.

### Know-It-All Credit Programs

- Provides prepaid continuing education courses discounted by 33 percent off standard rates.

### Know-It-All Learning Management Portal

- Monitors usage and reports data to internal managers, according to a pre-determined hierarchy.
- Provides access to compliance and soft skills training.