



Jack Henry University

Comprehensive Initial and
Ongoing Education

Get the educational foundation you need to hit the ground running with Jack Henry Banking technology. 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 platform that supports clients new to Jack HenrySM with basic training and longtime clients with continuing education. The dynamic curriculums are designed to provide the learning needed to maximize the use of Jack Henry'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 actively solicited real-world feedback.

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 Jack Henry's regional training centers; web-based live instruction; on-site training; and eLearning courses.

A web portal is available to access course descriptions and schedules, order educational materials, register for instructor-led, post-conversion classes, eLearning courses, and request customized courses. This 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, Jack Henry provides annual subscriptions to its eLearning courses that provide continuing education at discounted prices.

Know-It-All Now encompasses all Jack Henry's digital training modules and effectively supports diverse training preferences with multiple course formats. The self-paced courses deploy interactive technology that allows students to progress at their own pace, and recorded web-based courses simulate live training sessions. Short, "how-to" style videos address in-the-moment learning, and infographics provide valuable follow-up resources.

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, 24/7, from any connected device.

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

Know-It-All Now enables banks to proactively protect their mission-critical information assets and maximize the return on technology investments.

KNOW-IT-ALL CREDIT PROGRAMS

Jack Henry also offers continuing education credit programs, including a prepaid training purchase program. These programs provide 40 or 90 credits that can be used during a 12-month period for any Jack Henry educational offering, including all available courses and delivery channels, and sponsored seminars at national user conferences. These programs provide continuing education credits that are discounted by up to 33% 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 site branding, customer training, interest tracking, and reporting. This portal enables institutions to upload bank-specific courses, control access to Jack Henry 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.
- Offers 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 a 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.
- Provides self-paced courses and recorded digital courses that simulate live training sessions.
- Supports subscribing banks with custom links to access and complete courses.
- Supports subscribing banks with detailed downloadable monthly statements.

Know-It-All Credit Programs

- Provides 40 or 90 education credits for use during a 12-month period.
- Allows credits to be applied for all available Jack Henry 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 Jack Henry content.

WHAT IT DOES FOR YOU:**Jack Henry University**

- Improves employee productivity, effectiveness, and retention.
- Provides the initial and ongoing training credit union employees need and want.
- Prepares associates to maximize the use of Jack Henry's core and complementary products.
- Prepares associates to understand and optimize system enhancements and bank-defined customization.
- Supports distinct business environments and learning preferences.
- 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 convenience and value with annual subscriptions to Jack Henry University's courses.
- Maximizes training budgets by allowing users to access every eLearning module as many times as they want, 24/7, and from any connected device.
- Provides discounted prepaid continuing education courses.
- Monitors usage and reports data to internal managers, according to a pre-determined hierarchy.
- Provides access to compliance and soft skills training.