Staying on top of your credit union’s technology needs can be a daunting task, especially when you have an organization to run. To ensure that you receive the continuous education and training you require to run an efficient and thriving credit union, Symitar offers an extensive education program.

**IT WORKS LIKE THIS …**
Jack Henry University provides a broad-based training program that supports new credit union clients with basic training and longtime clients with continuing education. Our materials are designed to provide the ongoing training credit unions need to maximize the use of Symitar’s core and complementary products, and to fully understand and optimize ongoing system enhancements.

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. Courses are continually updated based on software revisions, client feedback, and industry trends.

Our learning management system, Jack Henry University, provides access to course descriptions and schedules, and enables clients to order educational materials, register for classes, access eLearning lessons, and request customized courses. Jack Henry University can also track employee training activities including courses taken, completion dates, and delivery method.

**TRAINING ON YOUR TERMS …**
Symitar’s training is appropriate for various business environments and appeals to different learning preferences by using a variety of delivery channels, including:

- Classroom-based, hands-on courses that are offered in Symitar’s regional training centers
- Internet-based live instruction delivered via WebEx
- On-site training
- eLearning courses

**LEARN NEW TOOLS TO ENHANCE YOUR CORE SYSTEM USAGE …**
We deliver SymForm™ and PowerOn® programming courses online by using both eLearning and instructor-led formats. Students learn the content through a series of short (5-20 minute) replays teaching one skill or concept. Self-paced exercises reinforce the learner’s knowledge. Examples are provided to allow students to review and practice on their own system. Instructors host sessions via WebEx to answer questions and tutor students. An asynchronous chat room, monitored by an instructor, allows learners to post and discuss questions and problems throughout the course. Students are allowed up to 10 weeks to complete these online courses.
ALWAYS BE IN THE KNOW …

Know-It-All Now – Annual Subscription Service
Based on our goal to provide the highest levels of convenience and value, the Know-It-All Now subscription provides direct, immediate access to all of our training materials in various formats: printable documents, recorded replays, interactive eLearning modules, and recordings of past Symitar Education Conference sessions. Know-It-All Now maximizes training budgets by providing unlimited access to thousands of pages of training documents that you can easily customize to meet your institution’s needs. Additionally, every associate at a subscribing credit union can view every eLearning module from any Internet-enabled PC as often as necessary. We continually update and add content, so you always have access to the most up-to-date materials available. Visit Jack Henry University for information on how to sign-up for this annual subscription-based service.

Know-It-All Credits for Even Greater Value
Symitar offers packages of Know-It-All credits good for one year for any Symitar educational offering, including but not limited to classroom courses, WebEx classes, and pre-recorded sessions. You can even use Know-It-All credits for registration at annual user conferences. These packages, available in groups of either 40 or 90 credits, provide up to 33% off our standard per-class rates.

DON’T JUST HELP YOUR CREDIT UNION, HELP YOURSELF …
Jack Henry and Associates (#109042) is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.learningmarket.org.

The Know-It-All Now annual subscription provides direct, immediate access to all of our training materials in various formats.
WHAT IT DOES:

- Jack Henry University
  - Provides comprehensive initial and continuing education including basic, intermediate and advanced courses developed and delivered by industry and system experts.
  - Provides train-the-trainer programs.
  - Offers support 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 interactive lessons and video replays.
  - Provides an innovative Web portal to:
    - Access course descriptions and schedules.
    - Order educational materials.
    - Register for instructor-led classes.
    - Launch online courses.
    - Request customized courses.
    - Automatically track each employee’s training activities including courses taken, completion dates, and delivery method.

- Know-It-All Now
  - Provides continuing education courses at discounted subscription prices.
  - Encompasses all of Symitar’s eLearning 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 credit unions with customized links that provide the ability to access and complete courses.

- 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 Symitar courses and sponsored seminars at annual educational conferences.

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 Symitar’s core and complementary products.
  - Prepares associates to fully understand and optimize ongoing system enhancements and credit union-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.
  - Maximizes technology investment.
  - Provides an opportunity to earn CPE credits through the NASBA.

- Know-It-All Now
  - Provides the highest levels of convenience and value with annual subscriptions to Symitar’s eLearning courses.
  - Maximizes training budgets by allowing every associate at subscribing credit unions to access every eLearning module as many times and as often as they want, 24/7/365, from any Internet-enabled PC.

- Know-It-All Credit Programs
  - Provides prepaid continuing education courses discounted by 33% off standard rates.