

IT'S HERE!

November 15, 2004

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CU*Answers Online University

Introducing a University At Your Fingertips!

You heard about it at the 2004 Leadership Conference . . . you got a sneak preview starting in September . . . now the CU*Answers Online University is ready for its big debut!

Back when we first introduced online training in 1999, the idea was to give you a way to learn basic CU*BASE skills from your own desktop. We concentrated on training for high-turnover areas—Intro to CU*BASE GOLD, Teller Posting, etc. The classes quickly became very popular, not only for training new staff but also when converting new credit union clients.

The next phase was to experiment with other ways of delivering the training—a more graphical interface, with interactive simulations for hands-on learning. Sometimes the ideas worked great, others were great ideas but the technology didn't quite mesh with our network environment.

We kept learning, but began looking for a partner that had already crossed these bridges and could help us leap ahead more quickly.

In addition, our focus started to broaden. We wanted to find ways to provide education that didn't just tell your staff

how to push the right buttons, but actually helped them to become better employees—better tellers, better loan officers, better internal auditors and

managers.

For this, we also needed a partner. One with experience not only in effective education techniques and the unique challenges of online training, but also with a high level of expertise in the credit union industry.

We found our partner in Harland Educational Services (formerly MyDAS). HES provides state-of-the-art Learning Management Systems for some of the biggest credit unions in the country, with industry-recognized training in everything from compliance management to telephone skills.

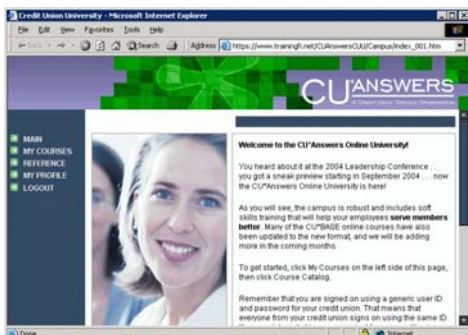
CU*Answers' partnership with HES allows us to provide this same type of quality training directly to you.

This is just the beginning. In the months ahead you will see the University continue to grow. So jump on board today!

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Inside you'll find instructions for accessing courses, a list of what's available, and information about how you could even set up a campus for your own credit union.



continued... ▶

Courses You Can Take

As you've already seen, the campus is robust and includes soft skills training that will help your employees **serve members better**.

The Credit Union Difference (1 course)

The Check 21 Act (1 course)

Fraud School (4 courses)

Identity Theft

Check Fraud

Credit Card Fraud

Certification

Loan Officer School (5 courses)

Credit and Lending Basics

The Interview

Behavior Skills and Techniques

Approval-Denial Process

Loan Certification

Teller School (6 courses)

Financial Service Orientation

Negotiable Instruments

Cash and Cash Handling

Security and Loss Prevention

Internal and External Relations

Certification

Telephone Training School (7 courses)

Basic Skills

Telephone Rapport

Personality Behaviors

Sales Rules

Service Standards

Certification

You'll also see updated versions of CU*BASE-related online courses, including:

Welcome to CU*BASE GOLD

Menus, Screens, and Navigation

Teller Processing 1

Teller Processing 2

Member Inquiry

More CU*BASE courses are already being developed, so this list will continue to grow! And remember...all of these courses are available to your employees **at no charge!**

What's happening with classroom courses?

Online University is an *extension* of our overall education program. It's just another tool added to the existing classroom learning options, workshops, one-on-one training, and on-site visits available from CU*Answers.

One more way for you to get the skills you need for success!

Can anyone take a course? Any time? From anywhere?

All courses on the CU*Answers Online University are available to any employee of your credit union, from any CU*BASE terminal, **at no charge**. When you access the University via the CU*BASE Net button, CU*BASE will pass your credit union's ID and password through so no one has to remember a password.

But if you want to take courses from home or without logging in to CU*BASE, we can arrange that, too! Just contact us and request your credit union's login ID and password and the direct URL. Then you'll be able to access the University directly from anywhere via the Internet.

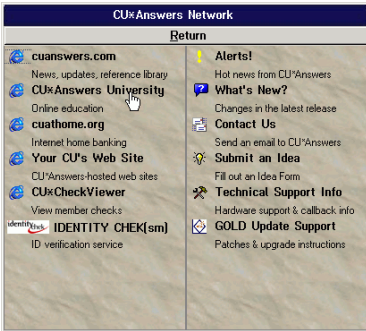
Contact: lwelch@cuanswers.com



Using the Online University

To access any of the available courses:

IMPORTANT: Since all Online University classes are hosted on HES servers, staff will need Internet access in order to use this link. (See Page 4 for system requirements.)



- 1. Log on to CU*BASE**
- 2. Click the NET icon**
- 3. Click the CU*Answers University link**
The CU*Answers Online University main screen will appear
- 4. Click on My Courses on the left-hand panel**
- 5. Click on Course Catalog**
- 6. Click on a category to display the course titles, then click on one of the titles to begin your training!**

Tips for Navigating a Course

A course has multiple lessons



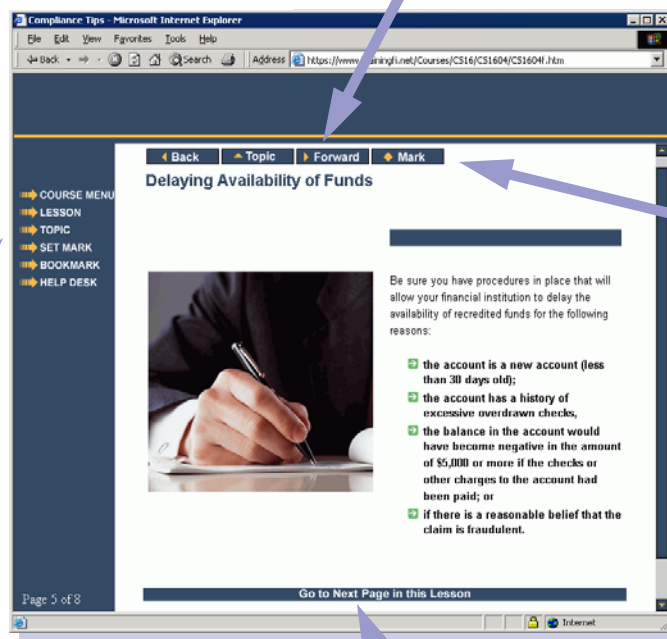
Each lesson has multiple topics



A topic is a single page in the course

These buttons navigate forward and back to other topics in this lesson. (When you reach the end of the lesson, use the button at the bottom of the screen to go to the next lesson.)

A Sample Topic



Use the "Lesson" button to go back to the list of lessons in this course.

Use the "Topic" button (here or at the top of the page) to go back to the list of topics in this lesson.

"Mark" will mark your place, but keep in mind that since everyone at your credit union uses the same login, this might change to mark someone else's place instead!

Use the "Go to Next Page" or "Go to Next Lesson" button at the bottom of each page to continue through the course.

Want Even More Training For Your Staff?

Once you get your feet wet with the CU*Answers Online University campus, your credit union may get hungry for even more. More courses. More control. More tools to track the progress of your credit union's own individual employees.

If your credit union wants more, check out the separate brochure describing how you can take advantage of our partnership with HES to get started with a complete **Credit Union University** campus for your own credit union staff.



CU University System Specifications

Course (Student) Access

- Multimedia PC*
- P3 or faster CPU*
- 256MB RAM or more*
- 800x600 16 bit (High Color) or higher screen resolution*
- Internet access (Broadband recommended)*
- Internet Explorer v6.0 or newer*
- MS Media Player*
- Flash Plug In*
- Optional JAVA*

Bandwidth Info

- Avg. page code size: 7k.*
- Avg. graphic element size: 22k*

Online Education brought to you by a partnership between CU*Answers and Harland Educational Services.



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