



AFSA University Standardized Procedures

1. What is AFSA University?

AFSA University is an online compliance training program on federal consumer finance laws and regulations. It is offered by the American Financial Services Association (AFSA)¹ to AFSA member companies to train their employees, senior management, board of directors and third party service providers.

This valuable service is provided to AFSA members through a partnership between AFSA and FIS Global, the world's largest global provider of banking and payments technologies.² This partnership allows AFSA members to access the program at a significant cost discount.

AFSA University is available to AFSA members only. If you would like to join AFSA, or have questions about membership, please contact membership at @afsamail.org

2. How much does it cost?

The cost to access the AFSA University modules is \$20.00 per employee (i.e. user license) for the first annual term. For subsequent terms, the cost decreases to \$18.00 per user license. The cost for each user license remains the same throughout the term – regardless of the number of employees taking the training or number of modules used by the member company.

There are no additional fees associated with enrollment, unless you would like to integrate AFSA University with your own Learning Management System (LMS) (*see section seven below for more information*).

¹AFSA is the primary trade association for the consumer credit industry. AFSA members include financial institutions, both banks and nonbanks. AFSA members shape the industry's direction and positions on a broad range of public policy issues that affect the consumer credit industry. Please visit our website to learn more about AFSA <http://afsaonline.org/>.

² [Follow this link](#) to learn more about FIS.

3. How do I enroll?

You will need a user license for each company employee who will take the training. In order to enroll in the system, you must purchase a minimum of 25 user licenses. Your company's initial number of user licenses must be purchased to the nearest multiple of five (i.e. your total number of licenses must end in a "five" or a "zero"). Subsequent to enrollment, you may purchase user licenses in increments of five (*see section five below for more information*).

You will also need to appoint your institution's Administrator who will be in charge of administering the program within your institution and serves as the main point of contact with AFSA for any AFSA University related matters, including user license activity, billing, and module updates or user conference calls. *Please keep AFSA updated on any Administrator turnover within your institution.*

Once you have decided on your institution's number of assigned user licenses and appointed an Administrator, you must fill out an enrollment form -- contact Marcy Berger for the form at mberger@afsamail.org

Once the enrollment form is submitted, we will contact you to schedule an orientation call to show you and your team how to operate the program and administer the training for your company employees.

Please review the information below carefully before returning the completed form.

That is all you need to get started with AFSA University!

4. How long does my enrollment last?

An AFSA University enrollment term begins on October 1 and ends on September 30 of the following year. New enrolled companies that start their term before or after October 1 will get their user license fee costs prorated until the start of a new term).

Prior to the end of any given term, AFSA will contact AFSA University Administrators for renewal, at which point member companies will be able to adjust their number of user licenses

Please note – AFSA University is a benefit of your company’s membership with AFSA. If your company cancels its membership with AFSA, it will also lose access to AFSA University.

5. How can I purchase additional user licenses after enrollment?

Increases in user licenses must be done in batches of five. Please provide us with prior notice before adding users --this helps AFSA maintain a streamlined process.

There are three user license categories that need to be considered when purchasing licenses: i) assigned users; ii) active users and iii) inactive users.

- i. **Assigned Users.** Assigned users represent the number of user licenses requested by an AFSA member company on an enrollment form or renewal form. This is the number of user licenses that the AFSA member company will be billed for at the beginning of an enrollment term.

A company enrolling in the system may not know the exact number of assigned users. We urge you to give careful thought in the assigned user number as AFSA will not reimburse enrolled companies for a decrease in assigned users during a term.

Enrolled companies may increase the number of user licenses at any point during a term (in batches of five). The cost for additional user licenses during a term remains the same - \$20 per user for the first term, \$18 per user for subsequent terms.

- ii. **Active Users.** Active users represent AFSA member company employees that are active in the system and taking the AFSA University modules.
- iii. **Inactive Users.** We do not recommend deleting users, as this will permanently remove the user, and the user’s training history, from the system. However, if an employer has left the company or has taken a leave of absence, a company has

the option of making the user inactive in the system. Inactive users do not count toward your active user license number, hence, AFSA will not charge enrolled companies for inactive users.

6. How will I get billed?

AFSA will send an enrolled company's Administrator an invoice for its assigned users after the orientation call. Thereafter, at least quarterly, invoices will be sent for any increase in active users during the term.

We encourage enrolled companies to regularly track its number of active users in the system.

AFSA will contact a member company about renewal a couple of months before the end of a term. We encourage AFSA member companies to assess their user license number before renewal and, if necessary, adjust the assigned user number for the new term on the renewal form.

7. Can I integrate AFSA University with my Learning Management System (LMS)?

Yes, AFSA University can be integrated with your company's LMS. In addition to the per employee fee (the user license fee) to access the system, there is an additional fee for integration, which varies depending on the type of integration. Please note that a company that desires to deploy AFSA University via their own LMS will work directly with FIS for implementation.

There are two primary options to deploy AFSA University via your LMS: 1) SCORM; and 2) AICC.

- i. The pricing for SCORM is \$500 per module. The pricing for AICC is a \$5,000 flat fee, regardless of the number of modules accessed via the company's LMS.

Thank you again for choosing AFSA University. For questions about the system and modules please contact Marcy Berger at mberger@afsamail.org. For questions about billing or user license activity please contact Danielle McLean at dmclean@afsamail.org.