EDUCATION SERVICES
OVERVIEW

2020

World-Class Education for Social Good
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At Blackbaud University, our mission is to accelerate your success through high-quality training and education to help ensure you get the greatest benefits from your Blackbaud products.

A robust learning management system, enhanced scheduling, simplified curriculum, and myriad training possibilities are just some of the elements you can expect from Blackbaud University’s total learning experience.

We look forward to sharing our passion with you and thank you for partnering with us in your journey to success.

As a leader in nonprofit technology, Blackbaud empowers thousands of nonprofit organizations of all sizes to drive change and make the world a better place.

MICHAEL SAVITZ
Blackbaud University, VP & GM
You’ve made an investment in your Blackbaud software. Our goal now is to help you attain the knowledge and skills you need to increase your productivity and achieve your objectives. Education is an ongoing process and a valuable investment in the long-term success of your organization, your mission, and your people. We pride ourselves in providing the best education possible and focus on a cost-effective approach for both individuals and organizations.

“Our trainer was great! I took a lot away from this program and am looking forward to registering for more classes.”

- Gloria Richardson,
  Confederation College Foundation
“Blackbaud’s software training is among the finest that I have ever encountered.”
- Christian Coiner, Girl Scouts of Greater Atlanta

Curriculum
Our expert education team is committed to providing the highest quality training materials and learning experiences. Our role-based training paths are carefully designed to accommodate different knowledge and skill levels.

Instruction
With extensive experience in the nonprofit world, our instructors are among the best in the industry. With limited class size, attendees benefit from more interaction with the instructor and their fellow learners.

Infrastructure and Operations
Should you have any training questions, we offer a variety of ways to contact us, including free phone support and chat. Our learning management system (LMS) also makes self-service possible. You can register, cancel, and reschedule training for yourself or other staff members. From the first moment you engage with us, our goal is to delight you with every single interaction.
Blackbaud University Mission

In 2019, our students logged over 200,000 training hours. Our mission is to power social good with knowledge. Join us in class in 2020!

8,000+ Instructor-led courses delivered

68,000+ Course completions from students

12,500+ Total organizations trained

Continuing Education

Blackbaud University commits to providing continuing education in a flexible framework. Blackbaud is recognized by CFRE International and NASBA as an approved provider. This means you can earn credit toward your continuing education when you complete selected courses. Click the logos below to learn more.
Train the users at your organization for one single price. Our three Learn® subscription tiers provide all the necessary technology training for any budget and need. Pricing is based on the software solution owned by the organization.

### Learn Basics
- **Product**
  - eLearning
  - Fundamentals Certifications

### Learn More
- **Product**
  - eLearning
  - Virtual Instructor-Led Training
  - Certifications

### Learn Everything
- **Product**
  - eLearning
  - Virtual Instructor-Led Training
  - Certifications
  - Public Classroom Training for Product
  - Virtual Accelerator Packs

Course availability subject to organization’s Blackbaud product and Learn® training subscription.
Blackbaud University offers certified learning opportunities to recognize student achievement, product knowledge, and industry expertise. We provide these development opportunities to reflect our learners’ commitment to excellence. When you achieve accreditation, you join a savvy community of professionals who are Blackbaud experts, and you attain credentials recognized as the industry standard.

Certification Journey
The opportunity to earn your Blackbaud product certification and your Organizational Best Practices certifications are included in Blackbaud University’s Learn More® and Learn Everything® training subscriptions.

New in 2020: All users can certify their Fundamentals knowledge at no cost!

Click here to view all certifications
BLACKBAUD UNIVERSITY
STATISTICS
BLACKBAUD STUDENTS TOLD US...

Amplified Efficiency
7.6 hours saved per week

Increased Funds
+9% more funds raised

Improved Donor Retention
+17.5% more donors retained

WHAT CAN YOU ACHIEVE
WITH MORE FUNDS RAISED?

RAISE MONEY
Majority of organizations reported a 9% increase in ability to raise funds

+ $45,000

+ $90,000

+ $900,000
TRAINING OPPORTUNITIES

At Blackbaud University, we offer a wide variety of training methods to suit all learning styles, preferences, and schedules. With over 600 hours of courseware, choose the learning format that fits your needs.

**eLearning**

Brush up on existing skills or quickly ramp up on new ones. Content is devoted to building foundational product skills.

**Virtual Instructor-Led Training (VILT)**

Accommodate your busy schedule by bringing instructor-led training directly to your desktop. All you need is a web browser and an internet connection.

**Private:** Do you have a geographically distributed team, but would still like to have a private training? Get personal attention from a Blackbaud instructor and exclusive learning alongside your colleagues.

**Public:** All our classes are planned and scheduled to maximize your time. We offer a standard calendar of live virtual instructor-led training. Use the chart below to convert class times to different time zones. Take care with Australian Eastern Time as Block 0 classes actually occur on the day prior to published schedule date.

<table>
<thead>
<tr>
<th>Session</th>
<th>Greenwich Mean Time</th>
<th>U.S. Eastern Time</th>
<th>U.S. Central Time</th>
<th>U.S. Mountain Time</th>
<th>U.S. Pacific Time</th>
<th>Australian Eastern Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Block 0</td>
<td>10:00 a.m.</td>
<td>5:00 a.m.</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>7:00 p.m.</td>
</tr>
<tr>
<td>Block 1</td>
<td>2:00 p.m.</td>
<td>9:00 a.m.</td>
<td>8:00 a.m.</td>
<td>7:00 a.m.</td>
<td>6:00 a.m.</td>
<td>N/A</td>
</tr>
<tr>
<td>Block 2</td>
<td>6:00 p.m.</td>
<td>1:00 p.m.</td>
<td>Noon</td>
<td>11:00 a.m.</td>
<td>10:00 a.m.</td>
<td>N/A</td>
</tr>
<tr>
<td>Block 3</td>
<td>N/A</td>
<td>5:00 p.m.</td>
<td>4:00 p.m.</td>
<td>3:00 p.m.</td>
<td>2:00 p.m.</td>
<td>7:00 a.m.</td>
</tr>
</tbody>
</table>

**Live Instructor-Led Training (ILT)**

Few educational opportunities are considered more valuable than meeting and interfacing directly with an instructor.

**Private:** Generate discussion unique to your organization’s needs in a private virtual setting. We’ll bring the same quality content and instruction to your team, when you need it.

**Accelerator Pack Events:** Due to current global health concerns, Regional events have been transformed into online Accelerator Pack events delivered virtually, by a single instructor. This is a great opportunity for accelerated learning alongside your peers, all with the ease of a single registration.
CONTACT US

Address
65 Fairchild Street, Charleston, SC 29492

Web
www.blackbaud.com/training

Chat with us
https://www.blackbaud.com/training-support/chat

Blackbaud University Training Help chat hours are 8:30 a.m. to 6 p.m. U.S. Eastern Time