



CASE STUDY Jamul Casino

## How Jamul Casino® Thrives in Online Training with Vector's User-Friendly, Time-Saving Total Management Solution

When the Jamul Indian Village assumed the management of operations for Jamul Casino in 2018, the property did an overhaul of its current systems, including its learning management system. With the brand recognition and stellar reputation of Vector Solutions for Casinos, then Casino Essentials, the decision to go with our total management solution was easy. Since then, Jamul Casino has increased its courses, and now uses the learning system to innovate the way they train their staff, both on- and off-line.

### About Jamul Casino

Opened in 2016, the Jamul Casino is located in Jamul, California, San Diego County, and is owned and operated by Jamul Indian Village Development Corporation (JIVDC), a wholly-owned enterprise of the Tribe. The \$430 million, award-winning casino features nearly 1,700 slot machines, 43 live table games, a dedicated Poker room, and various restaurants, bars, and lounges. Jamul Casino supports more than 1,000 permanent jobs in the region, and is the closest casino to downtown San Diego which is the eighth-largest city in the United States by population. As they predict exponential growth for the property, Vector is proud to provide ongoing support to them with our learning management system that assigns, tracks, and assesses all their training and policy needs in one place.

### Challenge: The Burden of Chasing Down Team Members & Time-Consuming Reports

Managing and tracking course progress and completion of 1,000+ team members in an industry that never sleeps is no small feat. Employees work different shifts, and may be hard to contact once off the job. At Jamul Casino, Director of Compliance and Risk Teresa Martinez is familiar with the nonstop hustle and bustle of the 24-7 demands of casinos with her 18 years of experience. Similar to a lot of casinos, Teresa faced a few challenges with managing compliance and training that included the following:

- 1) Maintaining compliance
- 2) Streamlining tracking methods
- 3) Assigning courses and responsibilities
- 4) Making training easier
- 5) Having support available when needed

**"By granting each department access to the reporting function, managers have the capability to monitor their team members' training status. This has been very helpful and time-saving for both myself and the departments."**

**Teresa Martinez,  
Director of Compliance &  
Risk**

## **Solution: A Total Management Solution that Fosters Accountability, Eliminates Tedious Tasks, and Improves Order and Control with Automation**

In utilizing Vector's total management solution built for the casino and gaming industry, Teresa was able to get back more hours in her workday to focus on bigger projects. Here's how choosing Vector's learning system can boost productivity for your property as it did with Jamul Casino:

**1) Compliance:** Jamul Casino started with Vector's Title 31 courses within the AML Compliance Program. They chose Vector as a trusted industry leader in compliance for AML, Title 31, and FinCen regulations for casinos with excellent content sourced by industry experts and compliance officers on the latest trends and laws.

**2) Streamline Tracking Methods:** Jamul Casino uses the Training Matrix feature to assign specific courses to certain job titles or departments automatically while keeping all tracking, updates, reports, and notifications within one system with Vector LMS. Additionally, with automated reporting, you can control the frequency of reports that will populate for you while you work—no more redundancy or chasing down staff.

**3) Accountability:** Vector LMS gives you the liberty to adapt and customize the tool to your property's benefit. In the case of Jamul Casino, their IT department enrolls new team members, and designated departments track and run reports for their own trainings.

**4) Train Anytime, Anywhere:** In a 24-7 industry, Vector LMS provides a 24-7 online training solution for team members of all shifts. Vector's system makes it easy for Jamul to upload training courses at short notice, and, during the height of COVID, they were able to keep members updated and trained via Vector LMS during their temporary closing.

**5) Top-Notch Customer Support:** With assistance in setting up special reports, uploading customized content, and questions or reviews on features and uses, Vector's Customer Success Managers are available to ensure the learning system is user-friendly and meets customers' needs.

**6) \*NEW\* Always Forward-Thinking & Ever-Evolving Training Technology:** Vector Solutions for Casinos continually listens for what our customers need, and moves toward forward-thinking technology. Vector's latest improvement is the automatic employee notification feature within the Notifications Center, which allows customers to automatically send messages (with a one-time set-up) notifying team members on events such as assigning courses, failed courses, and more.

**"The use of Vector Solutions' LMS has been key to our success in completing our training in a timely and effective manner. Along with our scheduled training, we use the LMS to assign specific departmental training, such as our guest service standards, new hire acknowledgments, and risk management notifications. Additionally, departments are eager to utilize the LMS to reduce archaic attendance rosters."**

**Teresa Martinez,  
Director of Compliance &  
Risk**

**DOWNLOAD THE DEMO FOR  
THE NOTIFICATION CENTER**

## The Result:

After finding success and ease with Vector LMS, Jamul Casino increased its content to include health and safety courses, the Responsible Alcohol Server Awareness, and most recently, the Active Shooter Awareness Training. Jamul Casino has mastered developing and implementing their own custom courses with Vector's easy-to-use self-service features: PPT Converter and Form Acknowledgements.

Jamul Casino also uses Vector LMS to facilitate attendance tracking for in-person training. They are able to upload and track all of their training events, in one place, eliminating additional paperwork. Vector LMS continually proves its value in saving casinos time and money, from managing team members' progress to reducing manpower and coordination in logistics for course creation. Teresa talks about the difference Vector LMS has made, "Launching the LMS and doing 99% of our training [on it] has really been time-saving for the casino as a whole; it's convenient for our team members and our departments."

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## About Vector Solutions for Casinos

Vector for Casinos is a full-service, best-in-class, online training management solution to help onboard, train, develop, and maintain compliance for every department and team member in your gaming organization. Best known for its Anti-Money Laundering (AML) course content, Vector also provides the latest online training courses for training on Customer Loyalty, Responsible Gaming, Counterfeit Currency, Leadership, Safety, HR, Cybersecurity, and more.

## It's Time to Thrive in Online Training.

Effortlessly manage all your training and compliance needs in one place with Vector's total management solution, and choose from the latest courses designed specifically for casinos.

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MORE INFORMATION**