Tuition Assistance Program Outsourcing

End-to-end operational management of GLOBAL TUITION ASSISTANCE PROGRAM, including technology, process standardization, and customer support.

The technology supporting a major aerospace company’s tuition assistance program had outdated functionality, making the program increasingly costly and difficult to support. GP Strategies® provided a solution.

Increasing competitive advantage and serving more people without an increase in costs.

While overstrained technology may have driven the search for a new solution, the customer’s needs extended beyond that to increasing the overall performance of—and satisfaction in—their tuition assistance program. GP Strategies won the business by proposing a fully scalable, long-term global outsourcing solution that could serve the customer’s nearly 170,000 employees without increasing program costs.

GP Strategies used a phased implementation approach to transition the client over to an outsourced model. The process spanned 12 months, building in checkpoints along the way to mitigate risks and ensure project success. The key elements of the solution included a state-of-the-art tuition system, a learner support center staffed with experienced program administrators, standardized processes, governance, and SLAs that included penalties and incentives.

Within the first six months of the program, trouble-ticket resolution at first pass jumped from 55% to 93%. More than 98% of invoices were processed within the five business-day goal, and 99% of reimbursements were processed within goal. Overall, the system has maintained 99.9% uptime. Moreover, GP Strategies’ customer realized a significant improvement in their ability to meet the learning and development needs of their employees and can now service more participants without an increase in costs.

Learn more about tuition program management at http://trainingoutsourcing.gpstrategies.com/
Our Services
GP Strategies works with leading global organizations in both the public and private sectors to deliver high-impact training, consulting and performance improvement solutions. We partner closely with individuals and teams across those organizations to deliver everything from leadership development programs and sales solutions to learning technologies and performance-based engineering solutions.

While our services are diverse and comprehensive, all are built on a foundation of human performance improvement with emphasis on time- and money-saving benefits that last long after our work is done.

Making a Meaningful Impact
We are at our best when we’re helping our clients achieve their best. GP Strategies’ passion is to make a meaningful impact by helping you:

• Create leaders that drive performance at all levels
• Sell more... faster
• Deliver efficient and sustainable energy
• Ensure safe products
• Develop effective practices and work environments
• Prepare communities and organizations to mitigate risks
• Achieve results in complex regulatory arenas
• Empower people to reach their highest potential
• Improve performance across the globe