

Manage Tuition Efficiently with Measurable Results



An ACS: Expertise in Action™
White Paper

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CAEL enjoys a long-standing reputation as the premier provider of high-quality outsourced tuition program management and administration. While much of the competition within the Tuition Management Services market focuses on just the day-to-day administrative tasks of tuition management, we believe best-in-class companies should manage the tuition benefit as part of a broader talent management strategy, not as an unlinked, unmanaged employee benefit.

In a national survey conducted by our strategic partner CAEL, of 287 employers, 91% report job performance is noticeably better when employees receive career and education advising, and 88% report that these employees stay at the company longer. CAEL's career and education advising services help your employees make the right education choices—allowing you to more effectively leverage tuition expenses to grow and manage talent.

ACS Learning Services is a leading provider of end-to-end learning outsourcing services to companies who recognize that people are their most valuable investment. We help clients increase the value of their people and their businesses through the deployment of effective, efficient, and performance-based learning services.

ACS now provides Tuition Assistance Management Services as an integrated part of this broader offering—from employee request through provider payment and processing—delivered through the combined ACS/CAEL shared services administration network. We have developed a systematic and effective process for managing the administration of tuition assistance programs. And, in turn, we are able to identify cost savings often buried in the standard administration of tuition programs. Our staff “unbundles” the costs and verifies the amount the employer should pay.

Through its partnership with CAEL, ACS helps leverage your company's investment in its employee tuition program to:

1. Reduce administration and tuition costs
2. Integrate tuition management with other training and learning investments for real savings on the bottom line
3. Increase employee engagement and productivity
4. Improve retention by leveraging the tuition management benefit over time



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5. Enhance recruitment success by linking benefits to value proposition
6. Reduced management costs in both time and money
7. Track the ROI of program participants, evaluating direct impact on the business

Simplifying the Not-So-Simple Employee Benefit

Most large corporations include tuition reimbursement as a standard employee benefit. But, managing tuition reimbursement within a learning administration function demands specialized expertise to manage costs and achieve value in your company's investment.

Getting Started: The Strategic Tuition Policy Review

Much like the ACS Strategic Training Assessment process, this extensive policy review is designed for companies with an existing tuition program in place. It identifies current-state spending and management practice, both for degree and non-degree programs, and how all related activities can be better managed for greater efficiency to the client. A key part of the broader policy review and assessment is to anchor the tuition management program to key drivers within the business.

Linking Tuition Assistance to Talent Management Goals

As companies develop talent management strategies to address the growing workforce skills shortage, ACS will help evaluate existing tuition assistance programs and align your tuition policy with your broader talent management goals (see graphic).

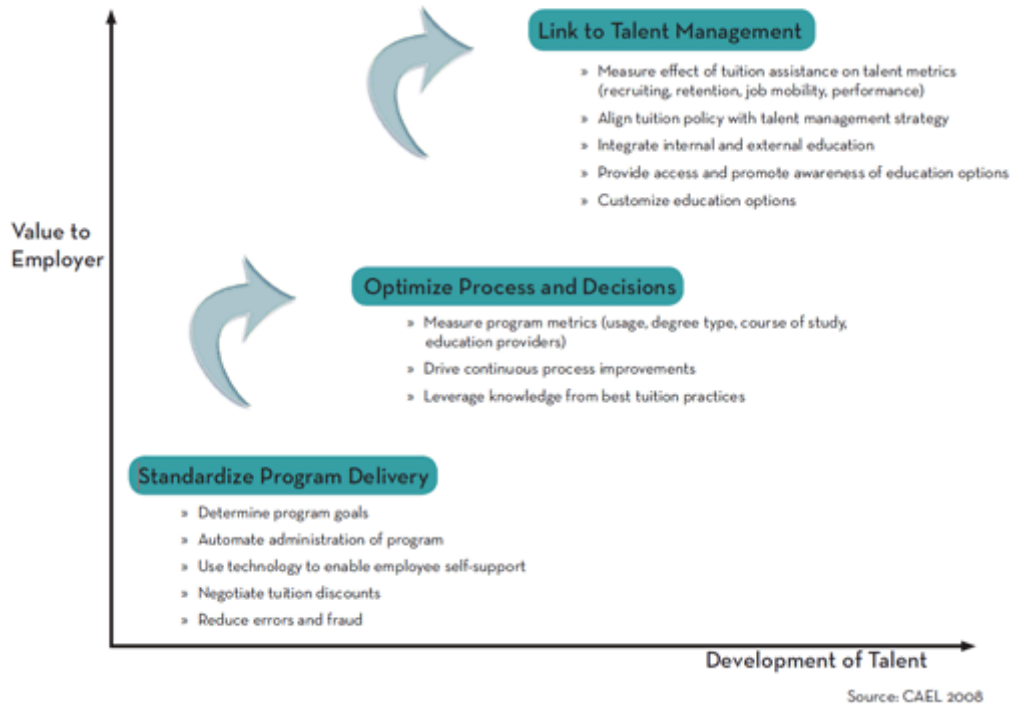
1. Measure effect of tuition assistance on talent metrics
2. Benchmark program against exemplary practices
3. Analyze detailed reports on relevant programs and metrics



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Increasing the Value of Tuition Assistance



Managing the Tuition Benefit in Context of Existing Infrastructure and Operations

ACS will ensure that tuition management is tightly integrated with existing talent management and/or employee development strategies, including integration with related talent management, performance management or LMS systems. Managing tuition costs, processing and reimbursement as part of the broader LearningCare™ administration model will help your company achieve immediate benefits:

- Provide tighter alignment with a client’s internal HR or executive tuition reimbursement, tracking and reporting
- Deliver best-in-class services in tuition reimbursement through a partnership with the industry’s preeminent supplier of educational services



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- Provide your employees one phone number—ours—to reach their dedicated service provider
- Leverage leading practices to increase program effectiveness
- Reduce management costs in time and money to your company

Full-Service Program Management

- Ensure policy is applied consistently and accurately through high-quality program administration
- Drive continuous process improvement
- Provide program guidance from experienced account managers
- Benefit from proactive cost management through educational partnerships and discounts

Reliable Employee Support

- Live call center support for employees
- Secure, branded Web access 24/7
- Automated IVR phone assistance 24/7

Employee Counseling

Through CAEL, ACS can provide prescriptive counseling to employees to improve organizational performance through individual advisement and coaching services that link employees' tuition benefits to strategic HR, talent management or L&D objectives.



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Leveraging a Featured Provider Network

Through CAEL, ACS helps clients reduce administrative costs of managing institutional providers and relieve the headache of time-consuming negotiations, tracking and paperwork. The corporation saves the trouble of securing multiple bilateral agreements itself by accessing a network of regionally accredited institutions providing discounted tuition rates, and in most cases, the pre-negotiated discounts are more than any single company can achieve on its own.

Through its partnership with CAEL, ACS will take over an organization's proprietary network of providers and manage as a seamless part of your overall learning outsourcing contract.

For more information contact Lyn.Maize@acs-inc.com or go to our website at www.acs-inc.com/learning.



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