

SUCCESS STORY



Industry

Higher Education



Compliance Domains

- Clery Act
- CSA Training
- Title IX
- Information Security



Key Requirements

- SSO for all students and employees
- Department / Location wise access to courses and policies
- Provide interactive and engaging training
- Standardize policy attestations
- Must be available on mobile devices

The client is a prominent higher education college with multiple campus locations and 10,000+ students and employees. With the main goal of offering citizens an easier, more affordable access to higher education, the college system focuses on enhancing quality of life and employability of their students.

Being an accredited college system, students not only receive highest quality of degrees and certificates from the organization, but also observe fair and impartial compliance protocols on campus.

Situation

There are 100,000+ students enrolled in more than 700 online and offline courses with the college system. Apart from that, the system employs over 14,000 staff members. With this immense size of user base to be managed and trained on compliance protocols, procedures and policies, the college system needed to deploy robust and cloud based tools to help their Clery Act and Title IX coordinators.

The organization strongly believed that Clery Act Compliance, Campus Security Authority training, Title IX Compliance, and other compliance policies should not be distributed simply as a page on their website, but provided to all employees and students as impactful and engaging training to ensure its effectiveness.

There were also orientation documents, department updates, and other useful documents that required to be shared with students and employees. However, just uploading them on the college website or cloud drives was not an effective or secure way of sharing important files.

Key Challenges

The Compliance Officer and their team knew they had to find an online solution that would work on all devices. Key challenges were identified as:

- Compliance training should be engaging and not more than 30 min per course
- Students and employees should be able to sign in with their .edu email Ids
- Training, Policies and Documents should be available on all devices
- Students and Employees should have role based access to courses and policies

Solution

After evaluating 15 vendors through an RFP process, the college system decided to partner with emPower eLearning Solutions to deploy their compliance cloud LMS for the organization. Having its own compliance specific LMS enabled centralization of employee training efforts and manage all training schedules. Following key benefits were realized upon deployment:

- Single Sign-On (SSO) allowed easier and secure access to all users
- All locations were able to maintain same standards of compliance through a centralized system
- Information security awareness training programs were also added as a part of organizational compliance standards
- Ability to upload custom courses, policies and documents made it easy to maintain department specific compliance
- Administrators and supervisors could schedule automated reports for their teams and the whole organization
- Users received automated reminders to complete courses and sign policies online

Result

The new system eased the pressure on college administrators and enabled accurate compliance management. It allowed the campus compliance team to centrally upload the courses available on the LMS catalog as well as their own training courses. Automated reminders ensured everyone completed training and signed policies on time.

Overall, the effort needed for complete and accurate compliance management for over 114,000 users was reduced to less than 10% of any other training approach.



Solutions Deployed

- Learning Management System
- Campus Compliance and Infosec courses
- Customized Training Development
- eLearning + mLearning
- Policy Attestations



Key Figures

- 114,000+ users onboarded with 15 days
- 94% students and employees finished compliance training within 60 days
- 300+ groups managed on system for 60+ locations and departments
- Audit breach probability reduced from 15% to <0.2%

“ emPower enables us to measure and improve the effectiveness of our compliance programs. Our compliance team can maintain compliance standards for students and employees at all locations efficiently; plus automated reports have made it super easy. ”