Supporting a Large University System – Penn State IT

CHALLENGE: The Penn State University is comprised of 25 campuses including their online program, World Campus. The University is made up of over 100,000 students and 17,000 faculty and staff all of whom require IT support. The Penn State IT team is there to support these customers with innovative solutions that meets the evolving technological, academic, and communication needs of the entire Penn State community.

SOLUTION: Learning Tree International Penn State University through a combination of professional development services from our learning ecosystem. Some of the most popular services delivered for Penn State IT include:

FlexVouchers – Penn State IT utilizes Learning Tree FlexVouchers to support the professional development needs of their employees. The FlexVoucher program allows an agency to allocate training funds and apply those funds as unique needs arise throughout the fiscal year. This program provides an agency with flexibility to meet the demands of a constantly evolving IT community.

Private Team Training – Learning Tree delivers private training events for Penn State IT employees at campuses throughout the state. Private Team Training allows Penn State IT to maximize their training budgets when they have critical masses of employees – typically eight or more - to train on one topic.

Conferences – Learning Tree has partnered with Penn State IT to support the group's Annual Conference for all IT employees.

Learning Tree covers a broad spectrum of IT and Business Skills training needs for customers in Penn State IT. Some of the most popular topics include:

- **Cloud Computing including Azure**
- **Windows Systems**
- **Information Security**
- **Networking**
- **Project Management**

These courses provide Penn State IT employees with the knowledge and skills to do their jobs more effectively. In the last ten years Learning Tree has delivered instructor-led training to over 1,200 Penn State IT employees. These employees have attended over 70 unique courses titles in total.

Penn State IT employees have evaluated these courses with the following scores (based on a 4-point Likert scale):

3.71 Average score of **COURSE CONTENT**

3.87 Average score of **COURSE INSTRUCTORS**

1,200+ **PENN STATE IT EMPLOYEES**

70+ **UNIQUE COURSE TITLES**

Results

Feedback from employees suggests that they have the confidence they need to return to their jobs and accomplish their mission objectives:

> "The content was great! The instructor gave great examples and engaged the students. Was well prepared for presenting the material."
> — *IT Manager,* Penn State - Altoona

> "I very much enjoyed this class and the course content. The instructor, Mike, was great. He was patient in answering questions and was quite thorough. Thank you so much!"
> — *Programmer/Analyst,* Penn State IT

> "Instructor gave understandable real-life examples of the various concepts. He provided additional material to the slides which helped with the understanding of some advanced material."
> — *Director,* Penn State IT

In summary, Learning Tree is supporting Penn State IT employees by providing them with the opportunity to gain the knowledge and skills required to more effectively do their jobs.

LEARNING TREE INTERNATIONAL

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