



"SumTotal does all of the enhancements and testing. That has saved us an enormous amount of time. We appreciate the professional and organized way that SumTotal handles new releases. We also love the flexibility of the system for turning on or off features that are relevant to our users."

Stephanie Patterson, LMS Project Manager, USA Funds

Business Challenge

USA Funds® works to enhance postsecondary education preparedness, access and success. The non-profit corporation has supported a total of \$247 billion in financial aid and has served approximately 22.4 million students and parents.

USA Funds used a learning management system (LMS) to deliver courses to financial aid staff and students at hundreds of postsecondary institutions. However, that LMS was unable to handle the high volume of course completions. The custom implementation demanded a high level of staff involvement to deploy enhancements. These challenges led USA Funds to look for a flexible, cloud-based solution that could reliably deliver content to its geographically dispersed customers.

How SumTotal® Helped

USA Funds selected SumTotal Learn: Maestro and Extended Enterprise (cloud) and established three domains to serve its primary populations of users. One is for the more traditional internal audience. The second domain, USA Funds University, is designed to teach financial aid staff at the schools how to administer their financial aid programs. The third, USA Funds Life Skills, is targeted at students, offering 34 courses covering everything from how to pick the best area of study to budgeting and managing debt.

USA Funds also enrolled in SumTotal's End-User Support to provide round-the-clock assistance to students and schools that may be using the system anytime, from anywhere.

Key Metrics

375k More than 375,000 courses completed

99% 99% of students reported changing at least one financial or college success behavior as a result of the training

87% Average score is 87%. Learners report high satisfaction ratings for usefulness and ease of use

About USA Funds

In 1960 USA Funds was founded by a group of business leaders who were concerned about the rising cost of a college education. The company was incorporated to provide aid and support to college students from all walks of life, particularly those who otherwise might be unable to attend college. In 1961 USA Funds guaranteed its first student loan. USA Funds has supported thousands of education and financial institutions nationwide. Since 2000 USA Funds has focused on developing products and services that help colleges and universities promote student success, providing more than \$200 million in grants and scholarship support for low income and other under-represented student populations.

Visit SumTotal:

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