



## What Gets Measured Improves at Sprint

Sprint University, the L&D entity within the world-class telecommunications firm of 37,000 employees, expertly engages with the business, aligns the right solutions, drives learner adoption and measures outcomes. Sprint University has applied the organization's Six Sigma lean philosophy of continuous improvement in order to achieve steady increases in its cost efficiency and business impact with two industry leaders - Skillssoft and KnowledgeAdvisors.

### Engaging and Aligning with the Business

Sprint partners with the business unit leaders and the front lines to identify performance gaps. The University then defines solutions to close those gaps. As the University solves for those performance improvement opportunities, Sprint leverages their leading edge portfolio which includes Skillssoft's elearning courses, targeted portals and online books.

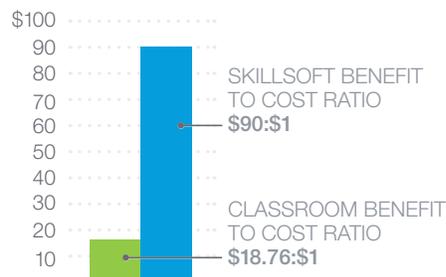
### Driving Learner Adoption

Sprint ensures that the learners that want to participate in the Skillssoft offerings can get to them easily through their LMS. The Sprint University team also leverages the turnkey marketing materials from Skillssoft to ensure that there is ongoing visibility for the Skillssoft offerings.

### Measuring Value

Sprint applies the KnowledgeAdvisors Metrics that Matter® software to obtain evaluation input and ROI results on the Skillssoft content. Sprint shares the content effectiveness ratings to advise the content's stakeholders on how content is performing. When comparing learning investments from Metrics that Matter®, Sprint receives high ROI from Skillssoft.

#### Benefit to Cost Ratio



*At Sprint, Skillssoft provides a cost benefit ratio that is 5 times higher than classroom training.*

Measuring the Skillssoft program with the Metrics that Matter® system from KnowledgeAdvisors compliments Sprint's company-wide passion for Six Sigma. Sprint automates the collection, analysis and reporting of its solutions, including Skillssoft products as part of its perennial commitment to continual improvement. Since Metrics that Matter® holds millions of inputs from a wide spectrum of industries and modalities, it also provides Sprint with a way to gauge itself against how other organizations are performing.



### Challenge

- Deliver measurable continuous talent improvement efforts and hard hitting business results across more than 37,000 employees globally

### Solution

- Leverage the long-standing partnership with Skillssoft to adapt and align targeted learning solutions to changing business requirements
- Apply the KnowledgeAdvisors measurement platform to automate learning analytics so Sprint can manage its Skillssoft program with rigorous datasets and industry benchmarks

### Results

- A \$90 impact benefit from Skillssoft for every \$1 invested; almost five times more than the classroom impact benefit
- An average annual rate of program improvement of 14% compared to the industry benchmark of 4%

When the Skillsoft content was evaluated across multiple years, Sprint experienced a 14% average improvement in effectiveness and improvement, namely:

- How learners are developing new knowledge from the Skillsoft solutions
- How learners are applying skills they developed from the Skillsoft training to their jobs
- How much Skillsoft training improved learner job performance
- How worthwhile the Skillsoft investment was for Sprint

Year after year, the Skillsoft improvements on these metrics are significantly higher than the benchmark.

According to KnowledgeAdvisors, the average increase for these measures is typically 4%. That means that the Skillsoft rate of impact is over three times higher than the industry benchmark.

How exactly does Sprint use Metrics that Matter® to evaluate its Skillsoft and other learning solutions? Sprint applies the Metrics that Matter® SmartSheet evaluation process. With the SmartSheet process, learners receive a survey that captures inputs on all five levels of learning evaluation which include reaction, learning, application, business impact and ROI. The SmartSheet process is rooted in established measurement methodologies.

Sprint University is committed to ensuring that its learning is tightly aligned to the business and in a continuous cycle of improvement. Skillsoft continues to be a key part of our enterprise portfolio.

*Jeff Copley*  
Sprint University

The Sprint team regularly examines four areas of metrics within a monthly operations review meeting:

- Business Results
- Impact to the job
- Learning effectiveness
- Learner satisfaction

By using the reporting from Metrics that Matter®, Sprint has observed a very consistent pattern of effectiveness and impact from their learning solutions, including Skillsoft's learning products. This has provided Sprint with the confidence to invest in its Skillsoft partnership year after year. What is even more interesting is that as Sprint's talent requirements and the Skillsoft

solutions have changed, the results that Sprint sees on the Skillsoft solutions continues to portray the same picture of high impact.

Skillsoft's content is also rated against benchmarks to ensure that the content's instructional design is world-class.

Sprint, Skillsoft and KnowledgeAdvisors have demonstrated the adage, 'what gets measured improves.' With its vigilant continuous improvement culture Sprint is able to drive better business decisions and elevate its talent.



For more information or to learn more,  
call 866-757-3177 or visit [www.skillsoft.com](http://www.skillsoft.com)

