



“ Our staff were so hungry for learning. When you provide the right tool at right time, your people will use it. ”

Angela L. Kegler, USO

BUSINESS CHALLENGE

The United Service Organization (USO) is a nonprofit, congressionally chartered, private organization that supports America's troops and their families around the world.

However the organization didn't have an effective eLearning program in place. The USO decided to implement eLearning to allow employees across the globe access to a shared set of learning and development opportunities. They wanted also to eliminate consistency issues in training by establishing a single learning hub.

HOW SKILLSOFT® HELPED

Skillsoft offered rich content that supported the USO's needs. That Skillsoft serves various other branches of the military was an additional benefit. With Skillsoft, the USO developed a standard learning program for new hires to complete within 90 days.

The USO introduced the Skillport® LMS allowing the USO to track and report on all learning activities, not just eLearning. Additionally people can register for courses through the LMS, which generates a roster. The system also tracks participation in offsite conferences and seminars, required continuing education units (CEUs) for various certifications, and tuition reimbursement.

KEY METRICS

312% 312% ROI in just six months

1K 1,000 courses completed in the first 37 days
USO University went live.

84% 84% said they would recommend USO University to a colleague

ABOUT UNITED SERVICE ORGANIZATION

For nearly 75 years, the USO has been the nation's leading organization to serve the men and women in the U.S. military, and their families, throughout their time in uniform. From the moment they join, through their assignments and deployments, and as they transition back to their communities, the USO is always by their side. Today's USO continuously adapts to the needs of our men and women in uniform and their families, so they can focus on their very important mission. Our trademark USO tours bring America and its celebrities to service members who are assigned far from home, to entertain them and convey the support of the nation. A congressionally chartered, private organization, the USO relies on the generosity of individuals, organizations and corporations to support its activities.

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