



Developing Competencies & Supporting Critical Research

The University of Southern California (USC) is a private research university in Los Angeles, California. USC serves 40,000 students and has 23,653 employees; the university manages an annual budget of \$3.4 billion.

Higher education is in the midst of profound change: competition for research funding is increasing, as is the cost of tuition and services. These challenges, along with USC's commitment to achieving global preeminent status in higher education, inspired the university to increase its investment in its infrastructure and people. "USC is doing incredibly important work. In every corner, we have people supporting research and education," said Mary Campbell, assistant vice president, Talent and Organizational Effectiveness, at USC. "We cannot afford subpar performance anywhere. To the degree that we can support employees, empower them, and inspire them to reach their potential, we are to be advantaged, they are to be advantaged, and society as a whole is to be advantaged."

Why Cornerstone

USC implemented Cornerstone OnDemand's learning management system, Cornerstone Learning, in 2013. The solution allows the university to engage and develop employees with targeted, customizable training. "I'm so excited we've been able to bring in Cornerstone Learning. It's incredibly robust. We've

Connect

Learning

Industry: Higher Education

Region: Southern California

Employees: 23,653

Live Since: 2013

Business Impact: Supported critical research, improved onboarding, developed competencies, reached thousands with key training





“My team and I used to be able to impact only about 10 percent of the USC employee population year over year. Now we can deliver learning opportunities to thousands of USC employees, anytime we want, in any fashion we want.”

- Mary Campbell, Assistant Vice President, Talent & Organizational Effectiveness, USC

never had anything even close to it in the past,” said Campbell. “It allows us to deliver very powerful, very well-managed learning of all types, live training, online learning, you name it. We have an incredible library of learning assets that are now at the fingertips of every single USC employee, faculty and staff, 24/7.”

Currently, more than 13,000 staff members can use Cornerstone Learning to access 24 curriculums and 13 custom courses. Called USC Trojan Learn, the system reflects the USC brand, key to creating a seamless user experience and increasing adoption. Online courses are blended with instructor-led courses and live events to meet the needs of different learners. In addition, Cornerstone’s security measures ensure that USC’s HR partners can easily deploy and track training within their own departments.

The Results

Supported critical research. USC is respected worldwide for interdisciplinary research; keeping research administrators skilled in the management of contracts and grants is critical to continued innovation and funding. With Cornerstone Learning, research administrators have their own contracts and grants curriculum, accessible around the clock, in addition to courses on active listening, business writing and change management.

Improved onboarding. Cornerstone Learning helps ensure USC’s onboarding process is a powerful, meaningful experience for new employees. Via Trojan Learn, new hires can connect with colleagues, learn both soft and performance management skills, and map career paths. Cornerstone Learning also reduces the burden on administrative staff: new employees are automatically enrolled in the system at time of hire.

Developed competencies. With Cornerstone Learning, USC supports the development of competencies designed to teach effective management. The university’s training program includes online courses, a live kick-off, live webinars, and pre- and post-training assessments. “With Cornerstone Learning, we have the opportunity to build a true learning organization where everyone is learning all the time,” said Campbell.

Reached thousands of employees with key training. Previously, USC administrators were limited in the number of employees they could reach with targeted development opportunities. With Cornerstone Learning, administrators have exponentially increased employee access to training—without a significant increase in administrative work. “My team and I used to be able to impact only 10 percent of the USC employee population,” said Campbell. “Now we can deliver learning opportunities to thousands of USC employees, anytime we want, in any fashion we want.”



Cornerstone OnDemand is a global talent management software provider that is pioneering solutions to help organizations realize the potential of a modern workforce. csod.com

