

Training Challenges Survey Series

Training Administration & Operations

March 8, 2007

 Training Outsourcing.com
Business Strategies for Learning

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Training Challenges Survey Series

#5 Training Administration & Operations

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Training Administration & Operations Survey Results

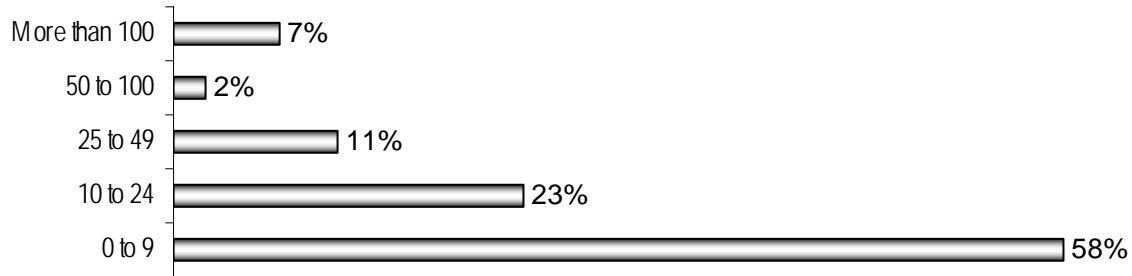
The fifth survey in the Training Challenges Survey Series, conducted by Expertus and TrainingOutsourcing.com, focused on training administration and operations challenges. The survey was launched in February 2007; 234 survey responses were received. Approximately 30% of respondents were from companies with more than 5,000 employees; 29% were from companies with 1,000 to 5,000 employees, and about 41% of respondents were from companies with fewer than 1,000 employees.

Survey Highlights

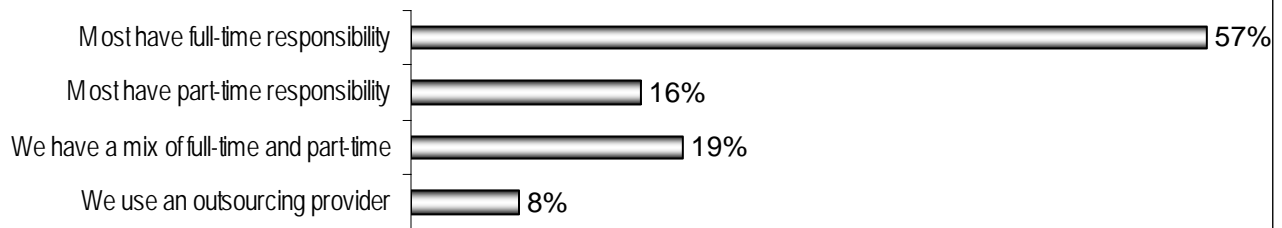
- Results show that administrative expenses are high in most organizations: 7.6% of respondents said their companies spent more than 50% of their training budgets on administration and operations; 10.2% spent between 36 and 50%; and 29.3% spent 20 to 35%.
- Interestingly, only 14.8% of respondents thought administrative-related spending was too high, and 65.2% thought it was “about right.”
- 41% of respondents said their companies used outsourcing providers for some portion of training administration and/or operational functions.
- An overwhelming majority of respondents believed that the biggest administrative efficiencies could be gained by upgrading current technology (70.5%). Respondents rated adding additional staff (34.4%) and increasing staff training (28.6%) as other changes that could improve efficiency.
- The most common administrative and operational functions used for training are program scheduling (84.1%), program evaluations (77.7%), material fulfillment (75.5%), registration services (73.8%) and student and program reporting (73.8%).
- Administrative challenges most frequently listed by respondents are heavy workloads (56.6%), inadequate technical support (46.5%), limited budget (39.9%) and lack of qualified personnel (39.5%).
- 57.7% of respondents had fewer than 10 training administrators; 22.6% had 10 to 24; 10.7% had from 25 to 49 administrative staffers; and 8.9 had more than 50 people performing administrative duties.
- Approximately 61% of respondents saw spending on administration and operations increase over the next two years; 15.4% projected spending would stay the same; 5.3% predicted it would decrease; and 18.4% said spending would likely fluctuate.
- 51.3% said their training administrative personnel reported to a centralized learning organization.

Training Administration Survey

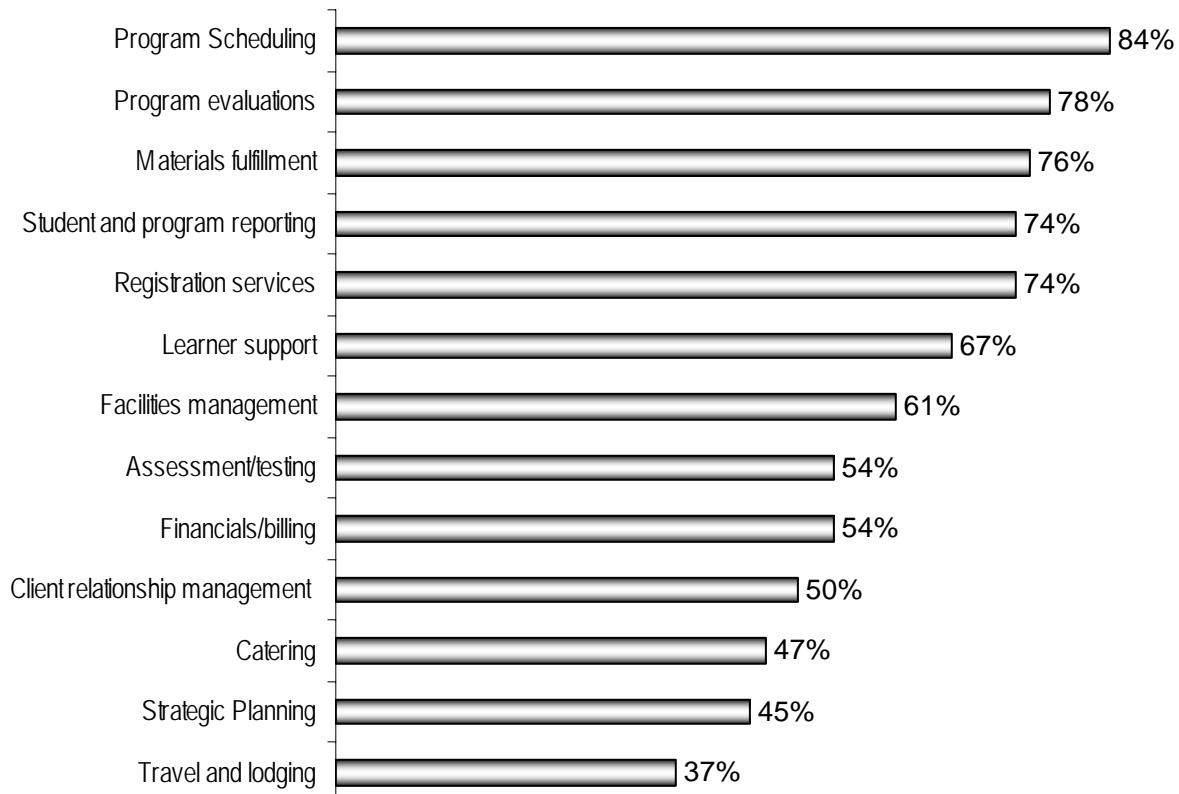
1. Approximately how many internal staff members in your organization are involved in training administration and operations?



2. Are your training administration and operations staff dedicated to their responsibilities full time or part time?

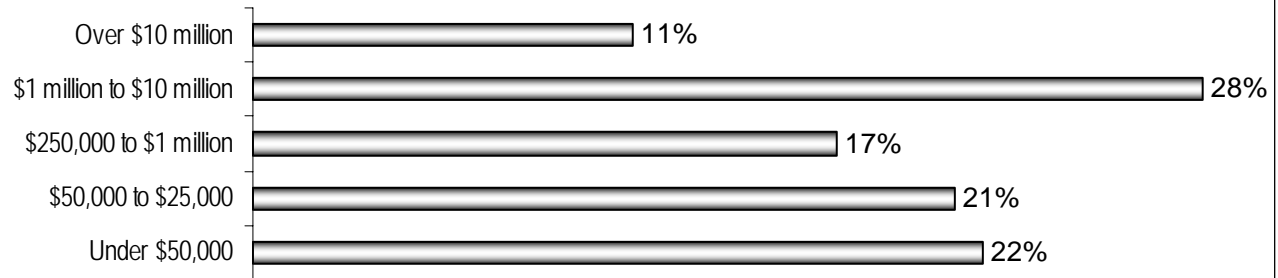


3. Which of the following are among the responsibilities of your training administration and operations staff?



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4. What is your overall learning organization budget for employee and customer training?



5. What percentage of the above budget is spent on training administration and operations?

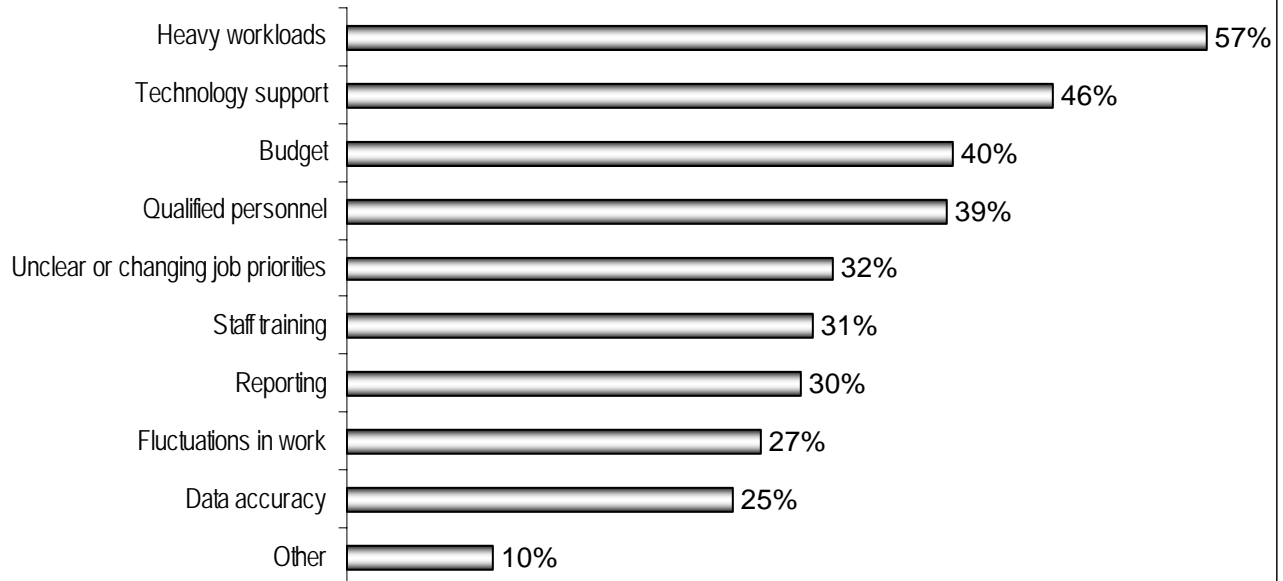


6. In relation to the overall learning organization's budget do you think that the costs of administration and operations are:

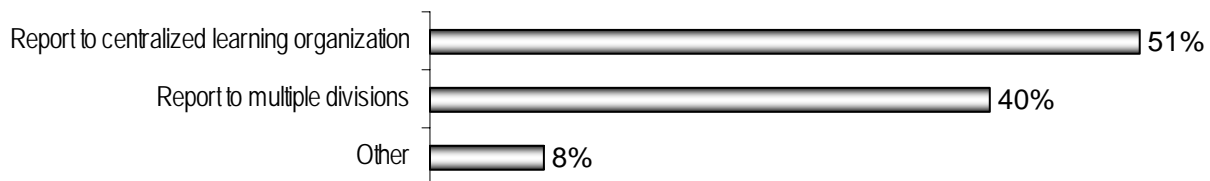


Training Administration Survey

7. Which of the following are the biggest training administration and operations challenges for your organization?



8. How are training administration and operations staff managed?



9. Are you currently outsourcing any part of your training administration and operations?

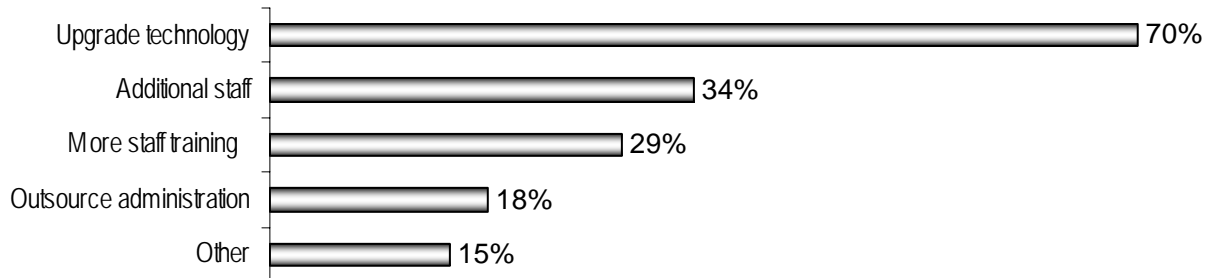


10. Would you consider outsourcing any part of training administrations or operations?

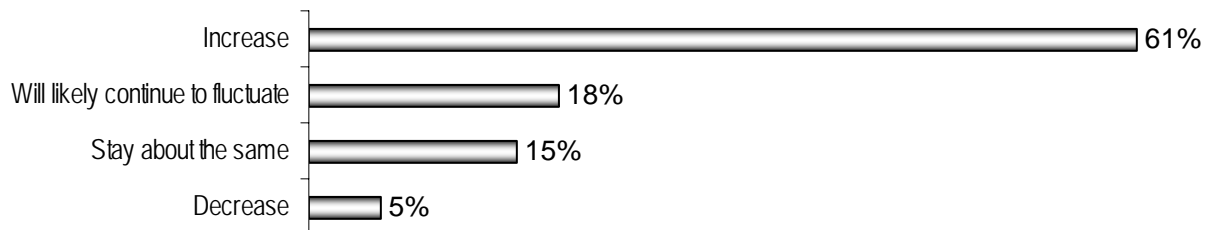


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11. What do you think would increase the efficiency of the administration and operations of your organization?



12. How do you think your learning administration and operations needs will change over the next two years?



13. Company Size

