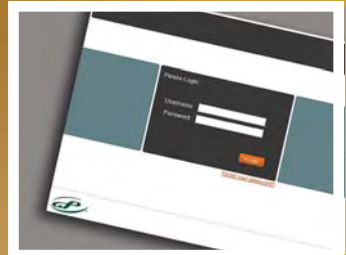
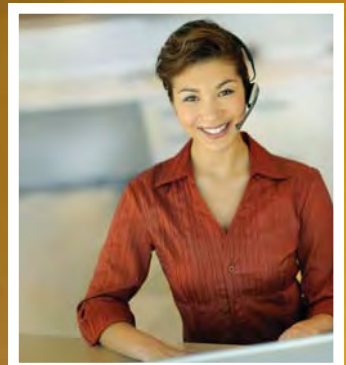




General Physics Corporation
www.gpworldwide.com

GP's Tuition Program Management

The proven approach that will improve the effectiveness of your tuition assistance program.



*Leading the world to
better performance*

A good tuition assistance program can be a key differentiator in attracting and retaining the best talent. Because the efforts associated with maintaining a tuition assistance program ebb and flow throughout the year, it can often be challenging to manage.

Make your corporate objectives your only priority.

Fortunately, General Physics Corporation's (GP's) tuition program management services deliver a world-class solution that saves money while allowing your staff to focus on mission-critical concerns. Each year we process nearly 100,000 tuition applications and more than \$115 million in tuition payments. In short, our proven approach makes us one of the world's leading tuition program management experts.



Sharpen your focus by allowing GP to do what we do best.

We align our proven and efficient processes to your policies and procedures—no one-size-fits-all solution here. And we build in the flexibility to quickly handle any exceptions that may come along. We understand that effective tuition program management is all about offering a valuable benefit to you and your employees. So we make customer service, quality and professionalism our top priorities.

With GP's tuition program management services, we not only want your employees to be excited about using your tuition assistance program, we also want to make sure there are no hassles so you can remain focused on core business concerns.

Our implementation approach ensures seamless program transition.

▶ **Planning and Analysis.**

We begin by getting an in-depth understanding of the role your tuition assistance program plays in your overall business plan, and what is working and not working in your current solution. If you don't have an existing solution, we help you determine your goals and requirements. Then we sit down with you to review what we have learned and make sure everyone is aligned with the findings.

▶ **Solution Design.**

Next we define your program requirements in depth and design the solution based on your business rules.

▶ **Development and Deployment.**

Once your overall program and technology solution are approved, we build, test, validate and implement the solution.

▶ **Continuous Improvement.**

GP is meticulous about quality assurance and developing continuous improvement strategies that ensure your tuition assistance program meets the changing demands of your business.

For more information on GP's tuition program management services,

Call 888.843.4784 or visit
www.gpworldwide.com/tuition/





We strive for excellence in performance by exceeding customer expectations and ensuring customer satisfaction through every service and interaction.

GP is committed to providing quality service and continuous improvement in tuition program management.

Our processes are ISO-registered and to further ensure the quality of our services, GP has received a favorable SAS 70 Type II opinion. Additionally, we have a number of quality systems in place to ensure continuous improvement and world-class service beyond national standards:

- ▶ **Web-based Quality System.**
We house and maintain the resources we need to ensure quality, including job descriptions, procedures, work instructions and forms.
- ▶ **Preventive Action Reporting.**
Our system is designed to proactively prevent problems from affecting the efficiency and quality of your solution.
- ▶ **Corrective Action Reporting.**
Our quality system is designed to identify and eliminate recurring problems and defects. Each time a problem is encountered, data is collected, the root cause is identified and the problem is tracked through resolution.
- ▶ **Performance Measures.**
Performance measures are established, monitored daily and reported to you on a regular basis. Our service-level agreements measure quality, processing timeliness, and customer satisfaction.

Services backed by best practices.

GP's tuition program management services follow processes that are backed by best practices. Through each stage of the process, we build in your business rules so that our solution conforms to your program requirements. Our processes are supported by our proprietary technology and includes the following services:

- ▶ **Application Management.**
We build your business rules into our system to ensure that each tuition application complies with your program guidelines.
- ▶ **Completion Management.**
We receive, review and process, course completion documentation according to your program guidelines.
- ▶ **Tuition Payment.**
We issue payment vouchers to approved employees, and process and pay tuition reimbursement requests and school invoices.
- ▶ **Exceptions Management.**
We understand that there are always exceptions to the rules, so we manage approved exceptions quickly and professionally.
- ▶ **Reporting.**
We provide the reports you need to stay apprised of your program's effectiveness, as well as meet your corporate and government reporting and audit requirements.
- ▶ **Support.**
We host and maintain our proprietary software solution and our service center provides exceptional customer service to your employees.

Take advantage of GP's proprietary technology.

GP's tuition program management software application is not only unique within the industry, it also adds a layer of sophistication to your program that your employees will appreciate.

Our technology is quality assured and configurable to mirror your business rules, terminology and branding, providing a seamless reflection of your intent for the program. Everything your employees need to participate in your tuition assistance program is available online via an intuitive browser-based interface that makes it easy to:

- ▶ Submit tuition applications
- ▶ Check approval status
- ▶ Review individual tuition budgets
- ▶ View education history
- ▶ Check program policies
- ▶ Approve submitted applications
- ▶ View/Print program management reports

GP at a Glance...

Founded in 1966, GP is a global performance improvement solutions provider of sales and technical training, e-learning solutions, management consulting and engineering services. GP's solutions improve the effectiveness of organizations by delivering innovative and superior training, consulting and business improvement services, customized to meet the specific needs of its clients.

Customers include Fortune 500 companies, manufacturing, process and energy industries, and other commercial and government organizations. GP is headquartered in Elkridge, Maryland, USA. Additional information may be found at www.gpworldwide.com.

Corporate Mission

GP's mission is to improve an organization's performance and competitiveness through the effective integration of people, processes and technologies. We accomplish this by providing innovative training, engineering and consulting solutions in long-term partnership with our customers

Corporate Vision

GP's vision is to be the most respected and preferred leader in performance improvement.

Realize improved quality effectiveness and cost savings.

As a global leader in Training Business Process Outsourcing (Training BPO), GP has the knowledge, skills and resources to make your organization's tuition assistance program an even greater benefit than it already is. By outsourcing the program management responsibilities to us, we'll help you:

- ▶ Reduce the costs of administering your tuition assistance program
- ▶ Reallocate your tuition administration resources to areas that support your core mission
- ▶ Improve the overall efficiency of your program
- ▶ Enhance university relationships
- ▶ Leverage efficiencies of scale
- ▶ Increase employee satisfaction with your program



Training | Consulting | Engineering

For more information, contact GP at **1.888.843.4784**, Fax 703.794.0177 e-mail for information: info@gpworldwide.com

Visit our web site at www.gpworldwide.com/tuition/

General Physics Corporation | Corporate Headquarters
6095 Marshalee Drive, Suite 300 | Elkridge, MD 21075 USA