NCR EDUSERVICES
Empowering Education Ecosystem Globally

13 YEARS

Case Study

How NCR Eduservices Supported a 500+ Years Old College In England to Launch Their Global Courses



Helping Students To Learn Better By Empowering Global Education Ecosystem

Stanford | Seed Company

160,000+ Experts | 500+ Companies | 16+ Countries

Title: Enhancing Education Excellence

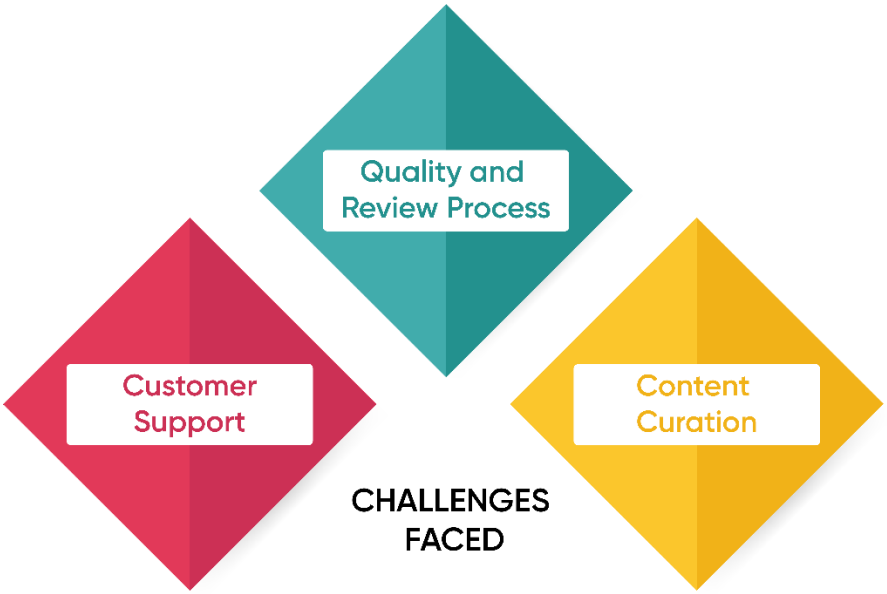
A Case Study of Collaboration between NCR Eduservices and a College's Wholly Owned Subsidiary from UK

INTRODUCTION

NCR Eduservices, a leading provider of comprehensive support to academic organizations, collaborated with a wholly owned subsidiary of a renowned college from the UK. The subsidiary sought NCR Eduservices' expertise to establish a robust quality and review process, curate content for sessions, and handle queries related to accounts, subscriptions, and escalations. This collaboration aimed to enhance the educational experience for students, ensure session quality, and provide seamless customer support.

CHALLENGES FACED

The wholly owned subsidiary of the UK college encountered several challenges in setting up a quality and review process, curating content for sessions, and handling customer queries. These challenges included:



Quality and Review Process:
Establishing a systematic quality and review process to ensure consistency and adherence to academic standards was crucial. The subsidiary needed to develop an effective framework to evaluate session quality and provide feedback for improvement.

Content Curation:
Curating relevant and engaging educational content for sessions required expertise in curriculum design, instructional strategies, and content creation. The subsidiary sought support in curating content that aligned with their educational objectives.

Customer Support:
Handling queries related to accounts, subscriptions, and escalations in a timely and efficient manner was essential for providing excellent customer service. The subsidiary required a dedicated team to address these queries and provide appropriate resolutions.

SOLUTION AND IMPLEMENTATION

NCR Eduservices collaborated closely with the wholly owned subsidiary of the UK college to address the challenges and provide comprehensive support. The following steps were taken:

Quality and Review Process:
NCR Eduservices helped design and implement a systematic quality and review process. They developed evaluation criteria, established feedback mechanisms, and trained staff members to evaluate session quality, ensuring consistency and adherence to educational standards.

Content Curation:
NCR Eduservices leveraged their expertise in curriculum design and content creation to curate educational content for the subsidiary's sessions. They aligned the content with the educational objectives, ensuring its relevance, accuracy, and engagement value for students.

Customer Support Services:
NCR Eduservices established a dedicated customer support team to handle queries related to accounts, subscriptions, and escalations. This team was trained to address customer concerns, provide prompt resolutions, and offer exceptional customer service.

Continuous Improvement:
NCR Eduservices implemented regular monitoring and evaluation processes to ensure continuous improvement. They provided ongoing feedback, conducted calibration exercises, and facilitated professional development opportunities for staff members involved in the quality and review process and customer support services.

RESULTS AND IMPACT

The collaboration between NCR Eduservices and the wholly owned subsidiary of the UK college yielded significant results and made a positive impact:



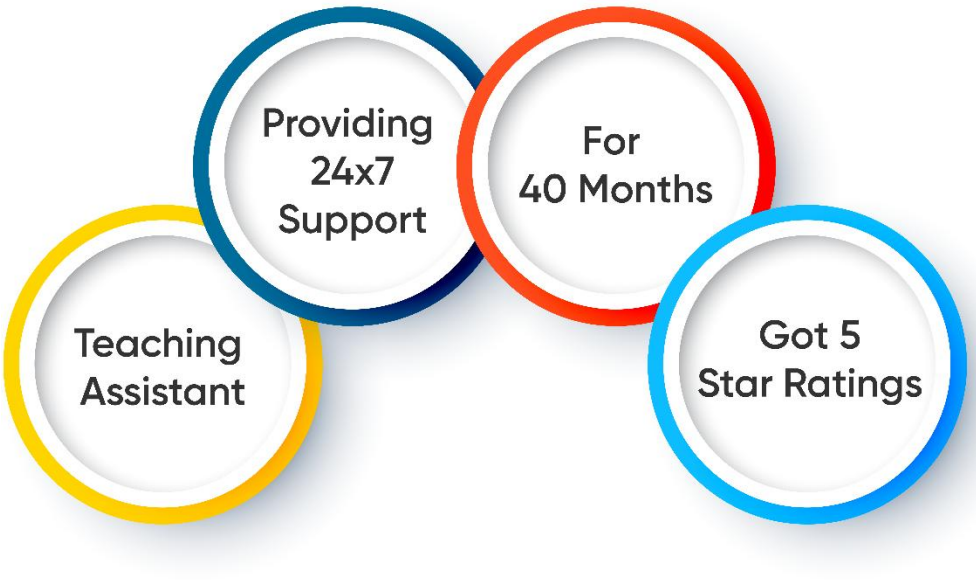
Enhanced Session Quality:
The implementation of a systematic quality and review process ensured consistent session quality, adherence to educational standards, and improvement opportunities. This contributed to an enhanced educational experience for students.

Engaging Content:
NCR Eduservices' expertise in content curation resulted in the availability of relevant and engaging educational content. This curated content aligned with the subsidiary's educational objectives, fostering student interest and knowledge retention.

Efficient Customer Support:
The dedicated customer support team established by NCR Eduservices provided prompt and effective resolutions to queries related to accounts, subscriptions, and escalations. This enhanced customer satisfaction and strengthened the subsidiary's reputation for excellent customer service. Ownership of the issue and Prompt solution provided by NCR Eduservices helped to improve the satisfaction score from **3.2 to 4.7 out of 5**

Continuous Improvement Culture:
The implementation of monitoring and evaluation processes facilitated a culture of continuous improvement. Staff members involved in the quality and review process and customer support services received ongoing feedback and professional development opportunities, contributing to their professional growth and the overall success of the subsidiary. NCR Eduservices also helped to restructure the evaluation process and added **6** new metrics in the evaluation process. This helped the organization to capture detailed information and take strategic decisions.

CONCLUSION



The collaboration between NCR Eduservices and the wholly owned subsidiary of the UK college exemplifies the power of partnership in enhancing education excellence. By leveraging NCR Eduservices' expertise in establishing a quality and review process, content curation, and customer support services, the subsidiary achieved improved session quality, engaging content, and efficient customer support. The case study highlights the importance of systematic processes, expertise in curriculum design and content creation, and dedicated customer support in delivering a seamless educational experience. The collaboration positively impacted student learning outcomes, customer satisfaction, and the overall success of the subsidiary, showcasing the value of a well-implemented support system in the education sector.

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