

# New Horizons Computer Learning Centers



## Government Learning Solutions Overview

### Facts & Figures

- New Horizons **consistently outperforms benchmark peer** IT training companies in instructor performance, courseware, quality and facility satisfaction
- **Over 98%** of New Horizons clients would **recommend New Horizons** to others
- Students at New Horizons indicate **higher levels of productivity** on the job vs. benchmark peer students
- Over 55% of **performance improvements on the job were directly attributed to the training** as opposed to other factors
- **Over 36%** of the new knowledge and skills learned at New Horizons is applied on the job **within the first week**, and **67% were applied** on the job within six weeks

(as reported by KnowledgeAdvisors)

### Achievements

- World's Largest Independent Computer Training Company as Named by IDC
- The largest network of Microsoft Certified Partners and Gold Partners for Learning Solutions in the world
- Providing 3,000,000 student days of training per year
- Named one of the 200 Best Small Companies - *Forbes Magazine*

**Founded:** 1982

**GSA Schedule Contract:** GS-35F-0140J

**Locations:** Over 300 centers, in more than 70 countries, and over 2,400 instructors.

**Web site:** [www.newhorizons.com](http://www.newhorizons.com)

Government agencies are continually faced with the challenge of doing more with less. As a result government personnel are challenged with expanding demands to improve productivity and efficiency. Often these improvements hinge on a crucial component to improve processes. That component is training.

For over 30 years New Horizons has provided customized, comprehensive and best value training solutions necessary to accelerate change and help relieve the budget pressures facing the military services in the Department of Defense, nearly all cabinet level agencies and numerous other civilian and defense agencies within the government.

New Horizons has helped government agencies develop hundreds of learning solutions and in some cases introduced groundbreaking methodologies. Interacting with Congress and Executive Branch Level Leaders, New Horizons blend of in-depth government expertise and learning best practices has played a key role in helping government agencies and branches achieve the goal of a highly trained computing environment that supports real-life global operations capable of the highest levels of response.

### New Horizons Solutions Help Government Agencies to:

- Expand performance by increasing productivity and effectiveness of individuals and aligning them with their agency missions
- Provide a measurable return on investment for their training dollars, simplifying planning and budgeting processes
- Assess personnel competencies against job requirements, identify gaps and deliver targeted knowledge that is relevant to seniority, position, rank or pay grade
- Efficiently and thoroughly develop and retain personnel while minimizing time away from the position

### Enterprise Solutions

Drawing from world-class learning and consulting experts, who understand the uniqueness behind each agency's operating environment, New Horizons provides the knowledge and experience necessary to ignite and sustain performance in the areas of personnel performance and organizational effectiveness so agencies can focus on their core missions.

As a well established learning integrator, New Horizons specializes in the logistical coordination of large-scale implementations for government, military and enterprise clients. New Horizons services include the benefit of an account support team, centralized Web registration for training, uniform pricing, customized reporting and centralized billing.

### Measuring Success

It has become increasingly important for personnel to demonstrate efficiency and proficiency with internal processes and programs to extend the value of training. Off-the-shelf assessment packages can't effectively measure the performance and information retention of your staff. New Horizons offers you access to the most advanced, comprehensive assessment and performance measurement tools available to justify training effectiveness and the tools needed to deliver your own pre- and post-training assessments using our state-of-the-art technology.

### New Horizons Federal Government, Contractor and Military Partial Client List:

- Booz Allen Hamilton
- Northrop Grumman
- US Air Force
- US Army
- US Attorney's Office
- US Bankruptcy Court
- US Defense Information Systems Agency
- US Dept. of Commerce
- National Weather Service
- US Dept. of Health & Human Services
- US Dept. of Housing and Urban Development (HUD)
- US Dept. of Veterans Affairs
- US Federal Aviation Administration
- US Fish & Wildlife Service
- US Geological Survey
- US Immigration and Naturalization Service
- US Joint Intelligence Center
- US Joint Task Force
- USMC
- US Navy
- US Special Operations



# Government Learning Solutions

## Technical Training

Applying technology to improve readiness and efficiency is fundamental to the government culture. Through technology the world is getting smaller, threats are more unpredictable, and information has become as valuable a commodity as any tangible asset. In addition to being the world's largest independent training provider, New Horizons holds the designation of being the largest network provider for many of our technical and certification vendor partner programs, including:

- Microsoft Certified Partner for Learning Solutions
- Cisco Authorized Training
- Computing Technology Industry Association - CompTIA
- VMware Authorized
- Citrix Authorized Learning Centers
- EC Council Authorized Training Partner (ATP)
- Authorized Prometric Testing Centers
- ISC2 Authorized Education Providers (AEP)

## Certification Programs

Certification is one of the best ways to validate that your personnel have the requisite competencies, technical knowledge, skills and experience to do their jobs. New Horizons provides training for more than 50 certifications from leading technology vendors and organizations, including Microsoft, Citrix, Cisco, Adobe, Linux and CompTIA.

## Desktop Applications Training

Understanding and optimizing the power of Project, Access, Excel, Word and other applications to maximize personnel productivity is an ongoing and challenging task. New Horizons offers a full range of software application training specifically designed to enhance user productivity. From "How to Analyze Project Data" to "Building Macros for Excel," New Horizons can customize and deliver interactive training to assist students with their specific needs or questions.

## Information Assurance Training

New Horizons has been working with the Department of Defense and other government agencies to develop professionals with information assurance expertise in various disciplines, and ultimately contributes to the protection of the national information infrastructure. New Horizons provides a complete Information Assurance training solution that maps directly to Directive 8570, which heightens staff awareness regarding security measures, documents security processes, and educates your personnel in proper use and management of systems security.

## Customized Learning Solutions

Designing, building, and maintaining an effective training program requires substantial amounts of varying skills and resources. With a vast array of subject matter experts, custom content development and Instructor-led training, New Horizons has been successful in helping our clients develop customized learning solutions. You can trust them to define strategic recommendations to align your mission with your learning strategy, bridging the gap between your agency's current and ideal training program.

## Contracting Vehicles

With a variety of contracting vehicles at your disposal, New Horizons makes it easy to contract training at the speed of need. New Horizons training GSA Schedule 70 contract is GS-35F-0140J.



## Blended Learning Solutions

New Horizons provides training choices in multiple formats and delivery methods, offering agencies and individuals top-quality training that can be tailored to meet individual learning styles and specific needs.

New Horizons offers more courses, at more times, in more locations than any other computer training company. Agencies and individuals can choose from hundreds of desktop applications, business skills and technical training courses offered in our learning centers worldwide.

## Classroom Learning

As the foundation of our Integrated Learning methodology, the classroom experience has become a more enriching, dynamic and valuable learning method for students. Classroom Learning students have their own networked environments, which enable instructors to manage hands-on lab demonstrations and exercises that mirror the professional environment. Additionally, Classroom Learning has been enhanced to include Web-based resources, such as tutorials and simulations, during and after class. To help gauge return on investment, and productivity enhancements, a post-assessment is completed by each student.

## Online LIVE Learning

Online LIVE Learning provides students with a live instructor-led experience, via the Internet, that meets specific learning objectives. Although separated by geography, instructors and students share an interactive experience, including active discussions, simultaneous document viewing, application sharing, and the ability to form breakout groups in virtual rooms for team meetings. The advantage of live instruction, accessed from anywhere around the globe, makes Online LIVE Learning an ideal training solution.

## Online ANYTIME Learning

Online ANYTIME Learning enables information to be delivered in a customized, student-centric format, via the Internet, and features the same content as our world-renowned instructor-led training with over 1200 courses, delivered at anytime from anywhere. Online ANYTIME Learning reduces training costs, provides easy access to educational materials and increases collaboration.

## On-Site Training

On-Site Training is an excellent solution for agencies who want their training done in their own location or who have personnel with the same training needs. Choose a single course for a small group or extensive training for the entire workforce. On-Site Training offers significant savings in a convenient and familiar location with an expert instructor leading the course.

## Mentored Learning

Mentored Learning merges multiple learning styles to create a effective and efficient learning process. This is accomplished through a learning environment which provides students with simultaneous access to information delivered via audio and video, a simulated production environment, and a mentor to guide them through the process. Students control the content covered and the pace at which they learn so they can focus on the specific skills they need to achieve. Hands-on practice reinforces those skills and one-on-one support and guidance from a certified instructor increase comprehension and retention of course material. In addition, the training schedule is flexible so courses fit into the student's busy work and personal life allowing for greater concentration during training. The result is a truly learner-centric training solution that meets the needs of a multitude of students with varying skill levels and learning preferences.