

EDUCATION WORK



Organization Overview
December, 2012

Problems Helping to Solve

- Too few Americans have sufficient education
- The cost of college education has become increasingly unaffordable
- Many students lack foundational 21st Century job skills



Student Debt Still Increasing



- Source: October 2012 Study – Project on Student Debt, Institute for College Access and Success
- National average \$26,600 in student loan debt, up from \$25,250 in 2010

Let's get back
to work.



Education At Work Mission

A non-profit (501C-3) organization dedicated to helping college students pay for their education and obtain the necessary job skills to secure full-time employment in the 21st Century economy

Education at Work Overview

- Provide Customer Service/Sales/Technical Help Desk Work for all types of companies
- Charge rates which are competitive with off-shore rates and 30-50% below on-shore rates
- Hire only college students starting at \$9/hour and opportunity to earn up to additional \$6,000 per year in tuition assistance
- Leadership Team that built the largest for-profit company in the space (Convergys)
- At scale, employ 5,000 students in Cincinnati Region; 120,000+ nationally

Value Proposition for Students

Value Proposition for Students

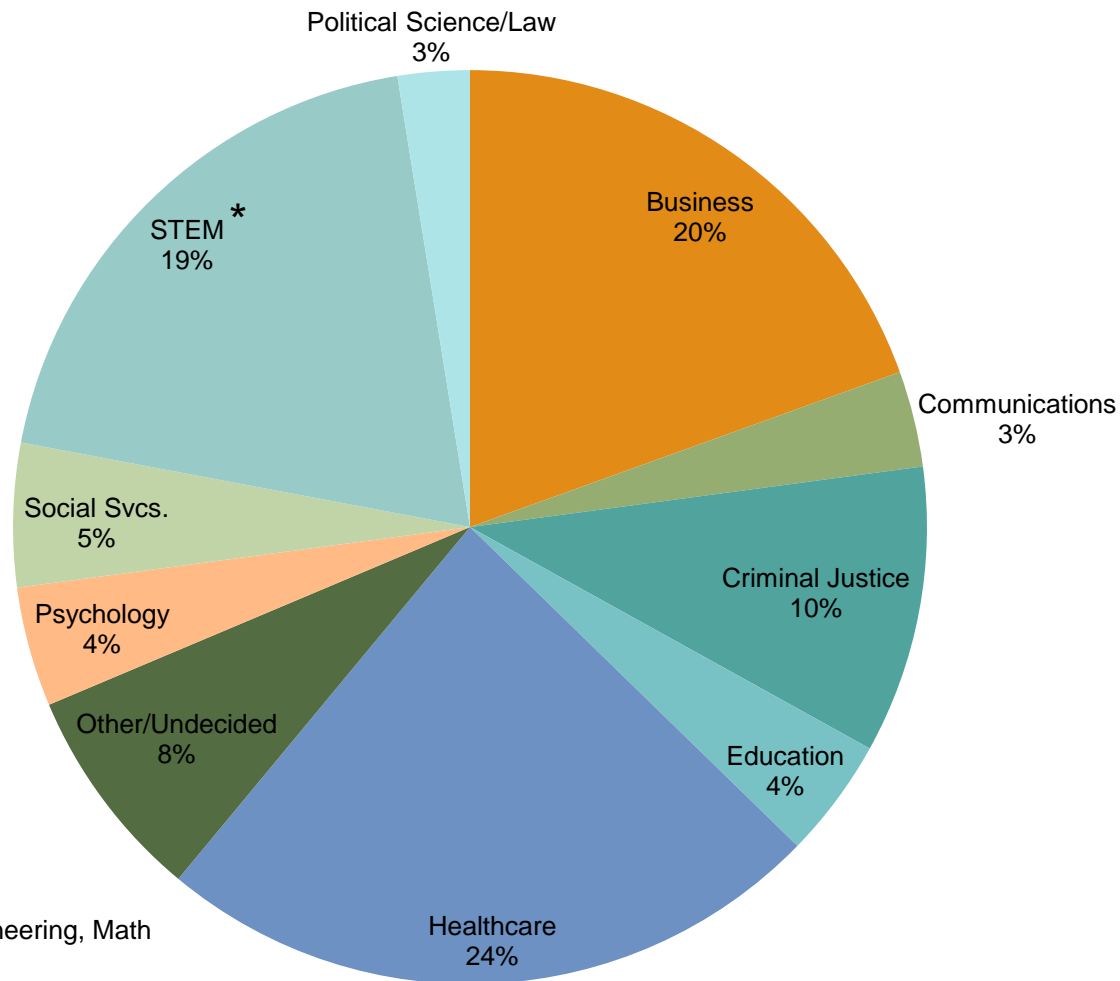
- Currently 12 million students in the U.S. are enrolled in college and working at the same time
- Provide college students a customer service job in our call centers starting at \$9/hour
 - ◆ Teaches foundational jobs skills like communication, teamwork and critical thinking
- Provide these same students the opportunity to earn substantial tuition assistance
- Place these highly skilled (and degreed) students in available “knowledge” jobs in the U.S. (est. at 3 million today)

Potential to Fill 100% of Funding Gap for Students

Annual Cost 4-Year Public College	\$17,100
Average Grant/Scholarship Amount	(6,100)
Funding Gap	11,000
After-tax Wages From Working 20/Hours Per Week	(8,000)
Tuition Assistance for a 3.0 to Under 3.5 GPA	(3,000)
Remaining Gap	\$ - 0 -

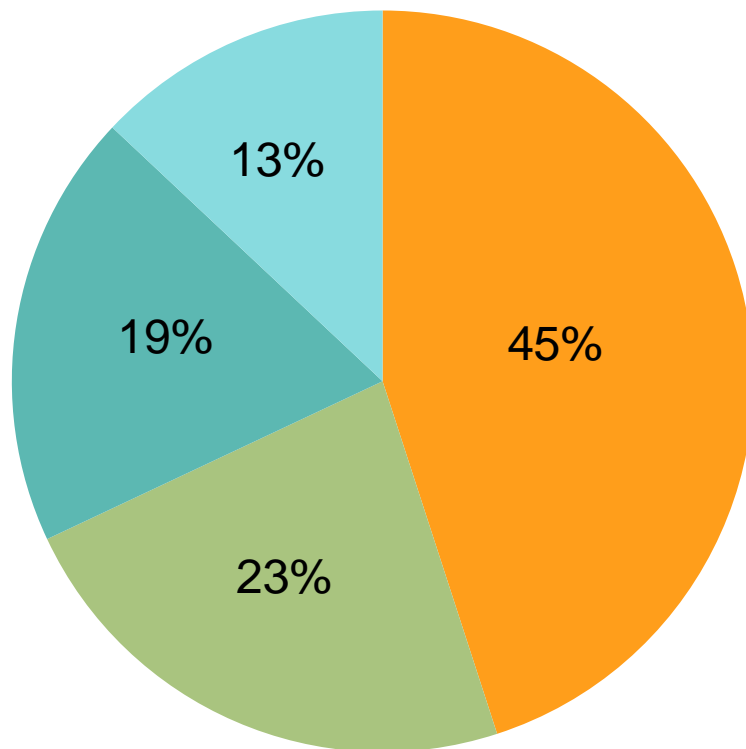
Data on Students in Current Market Deployment

Student Employees – Represent Diverse Majors

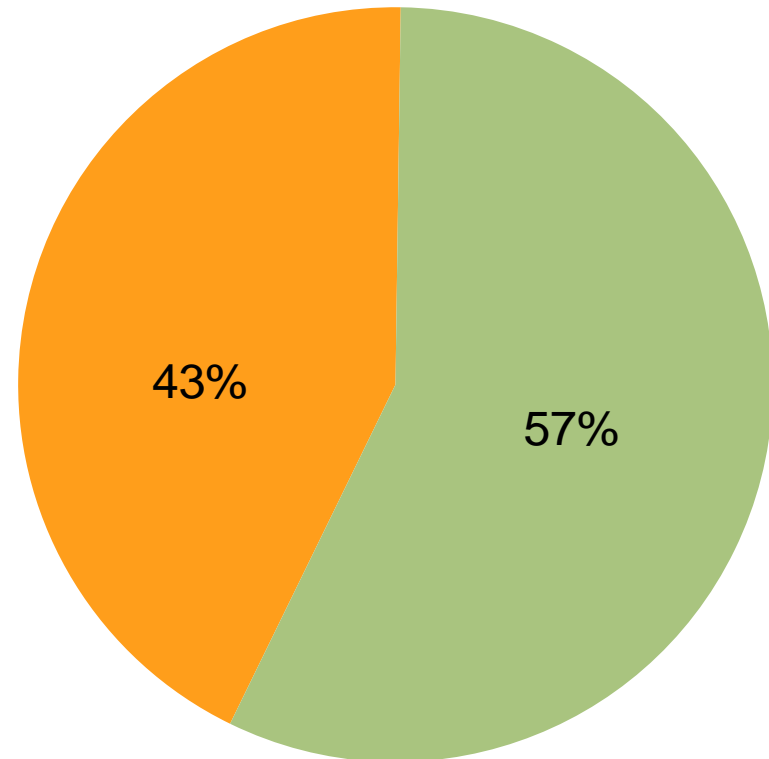


* STEM: Science, Technical, Engineering, Math

Student Employees - School Status



■ Freshman ■ Sophomore
■ Junior ■ Senior



■ Full Time ■ Part Time

Value Proposition for Clients

Value Proposition for Clients

- Provide outsourced customer service/sales/back office support in the U.S. at rates comparable to offshore
 - ◆ Work done by students working toward their degree
- Higher quality service experience
 - ◆ Tapping into intelligent, motivated workforce
 - ◆ Turnover currently $\leq 10\%$ (vs. $100\%+$ for traditional outsourcers)
- Helping support education and job creation in their communities
- Robust pipeline of future talent
 - ◆ Complete degree, and know your products/services
 - ◆ Opportunity to hire full-time

Service Offerings for Clients

- Dedicated Outsourced Call Center and Back Office Programs
 - ◆ Customer Service, Sales, Phone/Web
- Staff Augmentation
 - ◆ Dedicated contact center and back office service staff, employed by EAW, but work on client site
 - ◆ Supported by joint mentoring and coaching calibration
- Shared IT Help Desk
 - ◆ Level I tech support (Windows, standard desktop applications, password reset), dispatch, potential to provide local field tech support
- Clients include major ecommerce retail, communications, and financial services companies

Come Join the Education at Work Team!

Click on the link below to apply:

www.education-at-work.org/apply

For more information, go to:

www.education-at-work.org

or Call:

(855) ED AT WORK (855.332.8967)

To make a charitable contribution:

www.education-at-work.org/donate

EDUCATION WORK

BUILDING
BRIGHTER
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