



“Everyone was very, very satisfied with the books and online access. The **SHRM Learning System** materials are terrific. We’re certain we made the right choice and students feel good about their investment. I just can’t imagine what else you’d want to use to study for the SHRM certification exam.”

**Loriann Granados, Team Lead for Certification  
Twin City Human Resource Association**

## CHAPTER PROFILE

Twin Cities Human Resource Association (TCHRA) is one of the largest affiliate chapters of the Society for Human Resource Management (SHRM). TCHRA was established in 1951 and serves approximately 1,000 HR professionals in the Minneapolis/St. Paul metropolitan area.



## CHALLENGE

**Provide the most successful HR certification preparation program for a diverse TCHRA membership**

With the introduction of the competency-based SHRM Certifications, TCHRA wanted assurance they were offering human resources professionals the best option to distinguish themselves in the marketplace and succeed on their exams.

TCHRA offers their members two certification preparation courses each year. Loriann Granados, Team Lead for the Certification Team at TCHRA, manages all course logistics. “We want our members to succeed. It’s heartbreaking when someone studies so hard and feels prepared for the exam, and then doesn’t pass.” Their students come from a vast range of job functions, experience levels and organizational sizes, and offering the right mix of resources to meet everyone’s needs is a continual challenge. In the past, the instructors developed extensive PowerPoints, handouts and lecture aids for every class, which routinely had to be audited and edited to stay current. “With the introduction of SHRM Certification, the timing seemed right to evaluate our teaching materials to ensure we’re helping our students succeed on the exam. When we heard the SHRM Learning System includes instructor materials that are classroom ready and don’t require additional resources, we had to consider it.”

## SOLUTION

**Offer the SHRM Learning System to prepare for the SHRM-CP® and SHRM-SCP® Exams**

To ease their instructors’ workload and ensure they were offering the most effective certification preparation, TCHRA opted for the SHRM Learning System. The system provides a comprehensive approach, including printed materials and online study tools that suit a variety of knowledge levels and learning needs. The instructors benefit from knowing the materials are updated annually by SHRM, so they no longer need to devote any of their time maintaining the materials.

“We switched over to the SHRM system because it gave us confidence in the knowledge and the quality of the material. It seemed like a real obvious and ideal time to make the switch. The variety of tools—the PowerPoints, the written materials, the flashcards—are all a very big hit.”

## RESULTS

**TCHRA’s SHRM Learning System Course nets 100% pass rate on the exam**

Upon completion of TCHRA’s first course using the SHRM Learning System, eighteen students sat for the SHRM-CP or SHRM-SCP exams. All eighteen passed on their first attempt. Granados observed that this was a studious group who actively participated and utilized the entire system. “They would come in at the beginning of class and they were often chatting over the flashcards on their phones. It was good energy and they played off each other.”

Overall, feedback has been very positive. Students appreciated the quality of materials and the ease of access, while instructors enjoyed the comprehensive class-ready materials. Combined with the 100% pass rate, TCHRA is confident they made the right decision to switch to the SHRM Learning System for their certification preparation courses. “We don’t always have the luxury of knowing when something works. Our students’ 100% pass rate tells us we made a smart decision for our members.”