

HostYo

Project Title:	HostYo New Hire training program
Business Purpose:	The purpose of this program is to develop consistency and continuity in New Hire training across all brands and all business units. This new New Hire training program is designed to develop competency in new employees for their different business unit needs while also making updating and revising training more efficient and economical.
Business Results:	This new training concept will increase the speed to competency for all new hires, decrease the time it takes for new employees to hit their KPIs, and establish one standard for all hosting and other business units to measure the efficacy of training modalities. It also increases the opportunities for testing and evaluation of employees throughout the course of training based on the creation of modularized units that allow for decisions on a new employee's progress, thus reducing attrition once employees go into production.
Due Date:	06/28/2019

Evaluation Plan

Type	Passing Score	Retakes?	Notes
Level 1: Learner Reaction	N/A	No	This is the Level 1 reaction survey to gather feedback about the course once the in-class and OJT are complete.
Level 2: Learning Transfer	80%	Three	Learners may retake the test up to three times, but must have retraining before the third iteration on the areas of failure from the second test.
Mock OJT	Pass/Fail	No	Learners are evaluated on how well they handle mock calls on tech support issues while being provided with answers that will evaluate their customer service skills.
OJT Observation	Pass/Fail	Yes	Facilitators observe the learner during OJT and fill out an OJT Observation form. These can also be administered after training during coaching sessions.
Level 3: Behavioral	N/A	N/A	KPIs are monitored and notated for 90 days. Standardized observation forms will be filled out each week for 90 days by Coaches. Forms will be evaluated

			for trends and gaps. On their 90 day anniversary they will be sent the “Agent Perspective Survey”
Level 4: Business Results	N/A	N/A	KPIs and Level 3 behavioral observations are used to determine if business results fall short, meet, or exceed the original, stated business objectives. Timeframe: 180 days. Agent Perspective Survey is assigned again on their 6 month survey and KPIs evaluated.