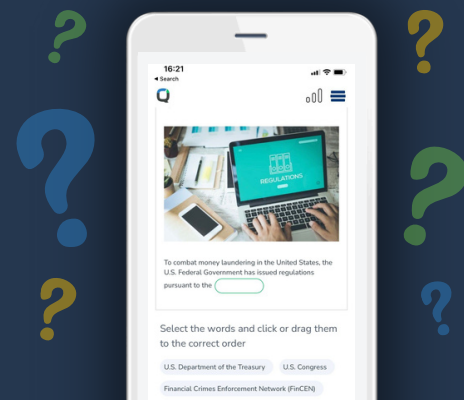## GUIDE
Qstream Question Types
Engage learners & improve proficiency by using a variety of fun, interactive microlearning challenge styles
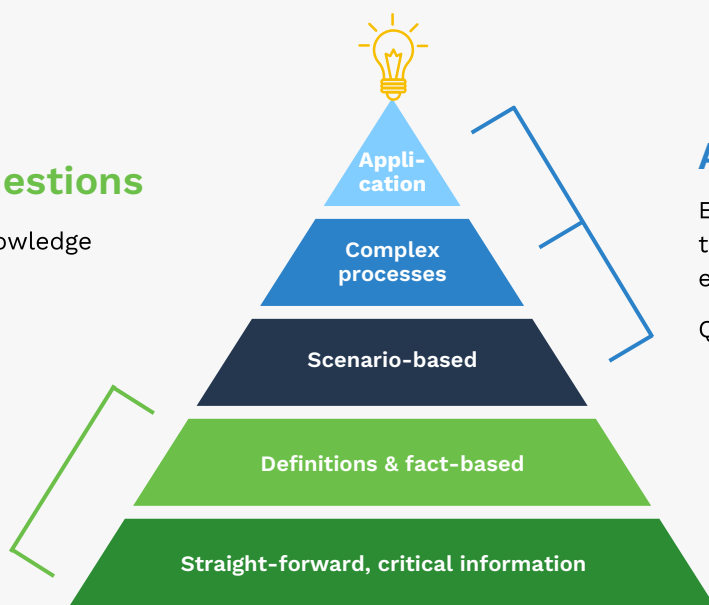

Striking The Right Balance Is Key

Foundational Questions

Establish a baseline of knowledge

Question Types:
- Survey
- Qstream Comms
- Multiple-Choice
- True/False

Pyramid (top to bottom):
- Appli-cation
- Complex processes
- Scenario-based
- Definitions & fact-based
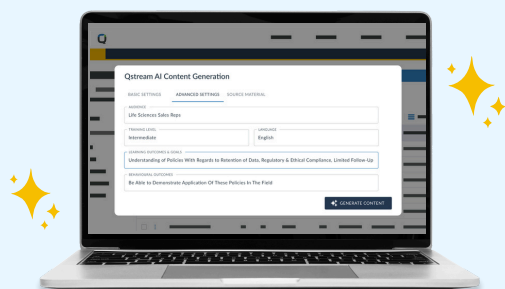- Straight-forward, critical information

Advanced Questions

Encourage a deeper understanding through application, analysis or evaluation

Question Types:
- Multiple-Correct-Answer
- Video Response
- Fill-in-the-Blank
- Ordering or Matching

Qstream AI Author Assistant
## Build & deliver Qstreams faster than ever before!

Qstream content creators can leverage the power of AI to create all of the question types listed in this guide. Here are some tips for getting the most out of AI Author Assistant.

- Navigate to **Library** > **New Question** and select **Create With Qstream AI** from the dropdown menu
- In the **Basic Settings** tab, select either a single question or multiple; input a prompt if you'd like
- Use the **Source Material** to repurpose existing training materials as a guide for the Assistant
- Specify your audience and goals in the **Advanced Settings** tab

Our AI leverages Qstream's best practices for boosting knowledge and building job-critical skills. It generates a high-quality first draft that is customizable to your standards.

Watch a tutorial >

Qstream Comms

Leverage Qstream's high engagement rates and cut through the clutter of email and other communication tools to deliver new information, as well as reiterate or expand upon previously shared training. Prime use cases include important organizational announcements, industry updates and urgent changes to job processes and procedures.

See it in action >
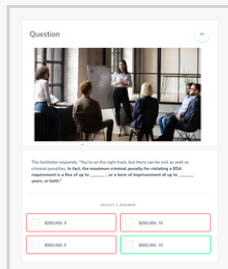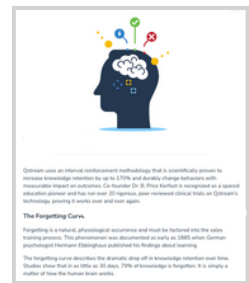
Multiple-Choice

Multiple-choice questions allow for efficient assessment on a broad range of topics and test higher-order thinking. Challenges should be aligned with learning objectives, incorporate plausible distractors and refrain from tricking the learner for maximum impact. This question type reinforces concepts shared during Qstream Comms and other first-delivery formats and quickly uncovers knowledge gaps. It can also be used assessment-style to get a baseline ahead of creating training programs.

True/False

Another classic question style, true/false questions are best used to assess basic understanding of factual information, clear-cut concepts or definitions. They can be used to establish that critical, non-negotiable protocols are understood -- such as at which point a nurse should intubate a patient or when to escalate a customer complaint to management.
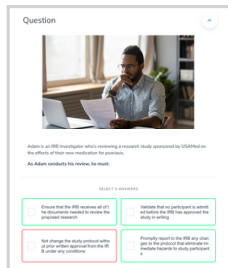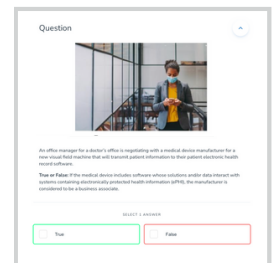
Multiple-Correct-Answer

Elevating the traditional multiple-choice question, this style allows you to test more complex concepts. Multiple-correct-answer questions are ideal for assessing the steps in a process and encourage a higher level of critical thinking. Ask learners which actions to take when a certain event occurs or how to position a product in a competitive sales situation.

Video Response

This question type leverages Zoom's robust video communication and asks learners to record themselves responding to a situation they are likely to encounter on the job. It's an ideal way for learners to practice pitching a new product or the steps for handling customer service complaints. Each response goes directly to managers, who then have the opportunity to coach and improve their direct reports' performance.

See it in action >
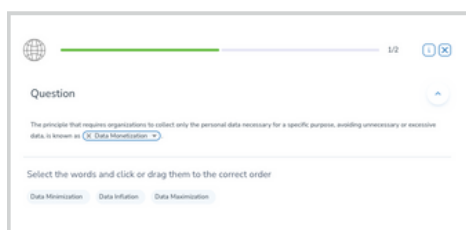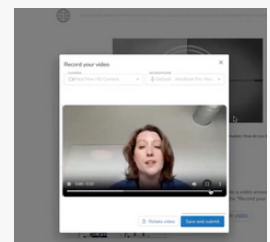
Fill-in-the-Blank

Providing an interactive learning experience with drag and drop functionality, this question type allows employees to toggle their answers and challenges their logic and analysis by reinforcing associations. Use a fill-in-the-blank question to ask learners to recall specific facts or concepts such as the right medication to administer to a patient in a certain scenario or the technique to use in a nuanced sales situation. **See it in action >**

Ordering & Matching

Did you know you can use the fill-in-the-blank question type to create ordering and matching scenarios? These Qstream question style ensure learners understand certain processes and are ready to handle job-critical situations. For example, ask employees to order the steps to take during a customer interaction or to match a product feature with its benefit for the end user. **See it in action >**
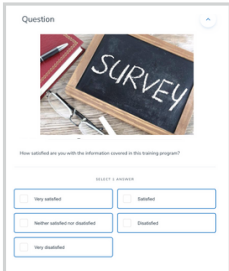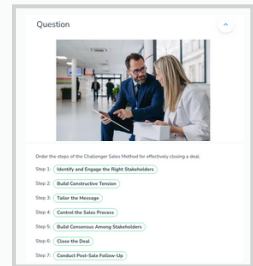
Survey

Better understand training needs and give employees a say in the learning process. This question type can be used in a variety of ways to collect training program feedback and other valuable information about your employees. Consider asking learners how confident they feel on the subject matter at the conclusion of a Qstream or ask them what they'd like to receive further training on. **See it in action >**

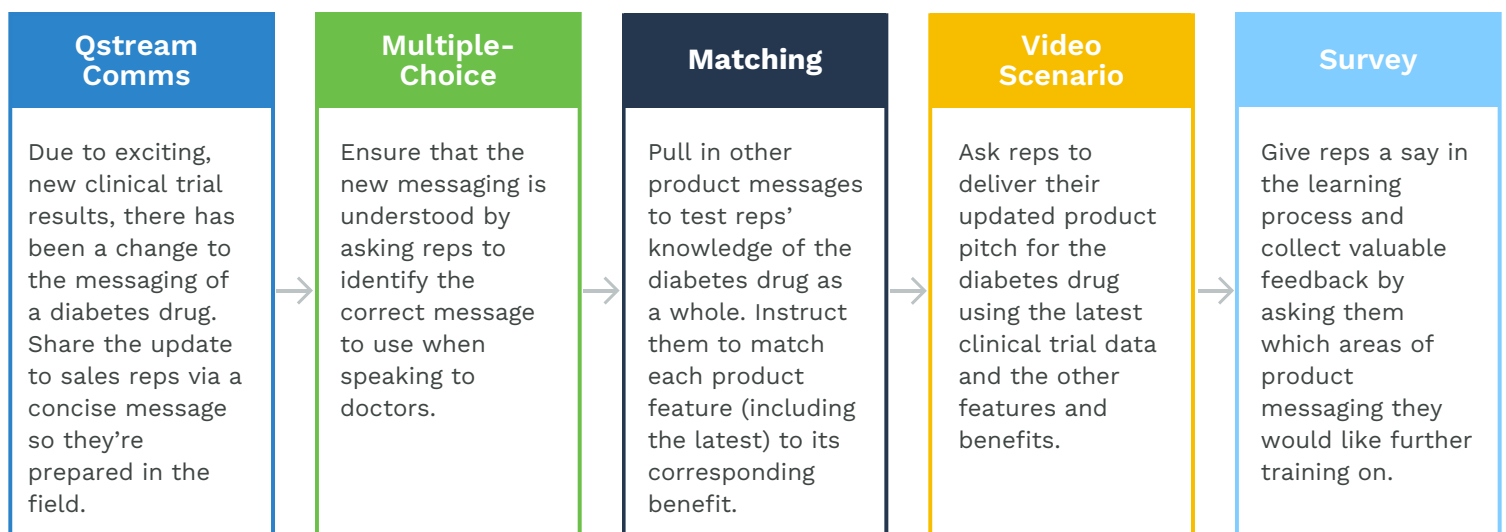## Additional Qstream Question Customizations To Consider

Use Images As Answer Choices

Ask participants to select images as their answer choices to demonstrate understanding of subjects such as anatomy or physiology, product features, safety hazards and documentation best practices. To use this feature, select Image Answers from the dropdown above the answers template.

Set A Question Time Limit

Increase learner engagement and award participants bonus points for answering a Qstream proficiency-based question within a set amount of time. This enhancement enables tie breaks, fosters critical thinking and amplifies the game mechanics behind Qstream. Use the default 30-second timer or set your own custom duration.

Putting It All Together: *A Sample High-Impact Qstream Program*

Qstream Comms	Multiple-Choice	Matching	Video Scenario	Survey
Due to exciting, new clinical trial results, there has been a change to the messaging of a diabetes drug. Share the update to sales reps via a concise message so they're prepared in the field.	Ensure that the new messaging is understood by asking reps to identify the correct message to use when speaking to doctors.	Pull in other product messages to test reps' knowledge of the diabetes drug as a whole. Instruct them to match each product feature (including the latest) to its corresponding benefit.	Ask reps to deliver their updated product pitch for the diabetes drug using the latest clinical trial data and the other features and benefits.	Give reps a say in the learning process and collect valuable feedback by asking them which areas of product messaging they would like further training on.

Questions? Need Some Help From Our Experts?

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www.Qstream.com