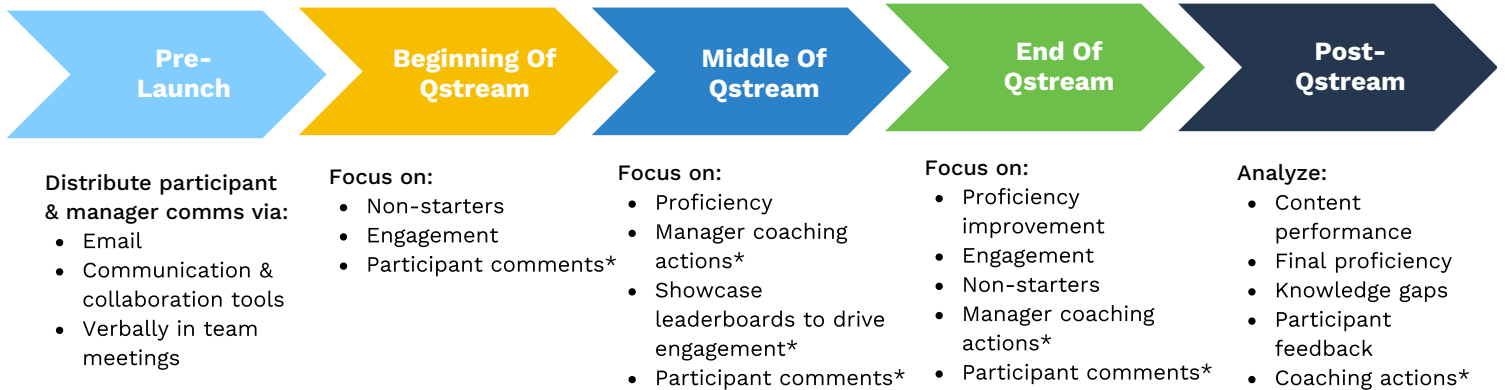


The Quintessential Qstream Checklist

Metrics to watch and actions to take during each microlearning challenge for optimal knowledge retention



Pre-Launch

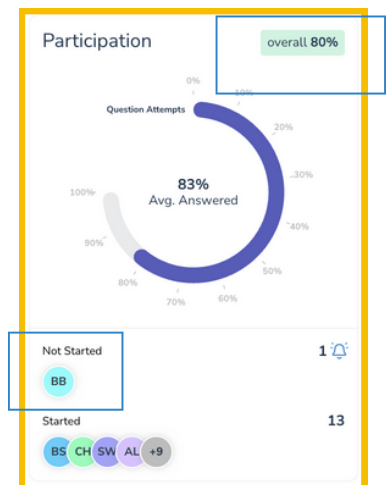
Build excitement around your Qstream by sending various forms of communication to your participants and managers. This leads to better engagement with your programs and helps set expectations.

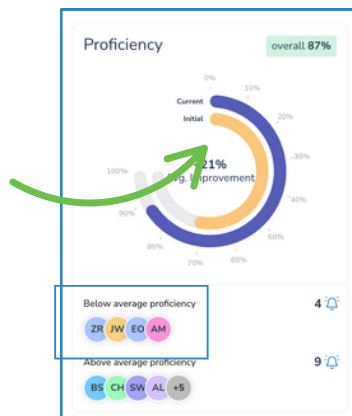
- ☐ Use our pre-launch template to brand your message and provide additional information about Qstream and the upcoming program.
- ☐ Keep managers in the know, briefing them on the goal of the challenge and encouraging them to leverage the coaching tools in the platform.*
- ☐ Consider plugging your upcoming Qstream during any meetings and other interactions with participants. (After all, Qstream is the business of repetition!)

Beginning Of Qstream

Make sure everyone enrolled in the Qstream is off to a strong start! Intervening early will help keep everyone on track, boost engagement and lead to a higher final proficiency.

- ☐ Monitor initial engagement rates by keeping a close eye on engagement.
- ☐ Make sure managers are nudging any non-starters.*
- ☐ Publicize the leaderboards to build friendly competition.*
- ☐ Address any comments left by participants* (questions that might be confusing, feedback on the content, etc.) and make any necessary updates as the Qstream is running.





Middle Of Qstream

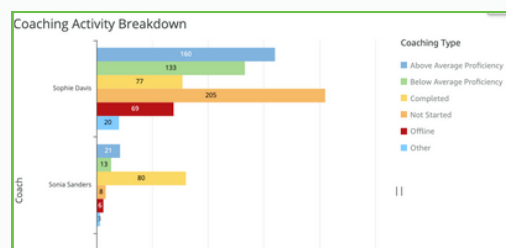
This is where your Qstream really picks up steam. You want to make sure a few key things are happening at this stage.

- ☐ Evaluate initial proficiency to establish your baseline. Around 70%, which indicates an ideal level of content difficulty. Aim for a 20+% proficiency improvement by the close of the Qstream.
- ☐ Showcase the leaderboards to recognize top performers and drive participant engagement across the board.*
- ☐ Encourage managers to coach those below average proficiency via their direct reports dashboard and during one on ones and team meetings. Ensure they're opted in to receive the weekly Qstream digest. You can monitor manager engagement in the Insights tab.*

End Of Qstream

The end is near and your super engaged participants may have already completed the Qstream. Before the program closes, work with your managers to give engagement and proficiency one final push.

- ☐ Qstream's spaced repetition should have really kicked in by now so you should see a bump in current proficiency.
- ☐ Make sure managers are staying involved, especially for those who might be lagging behind proficiency-wise or have yet to start.*
- ☐ Some employees may have completed the challenge at this point so consider congratulating the top performers.

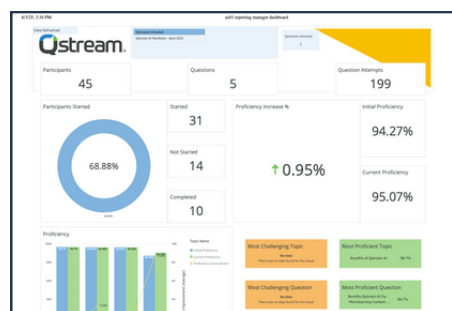


[Learn more about the Frontline Manager Dashboards >](#)

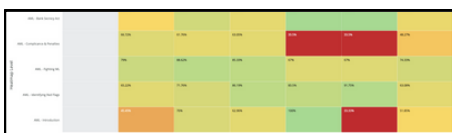
Post-Qstream

Congrats, you've successfully run a Qstream program to enhance employee knowledge! Now, it's time to dig into the rich data to understand where to focus your efforts next and publicize your outstanding results.

- ☐ Close any knowledge gaps that still exist. Look at participants who did not answer questions correctly by the third try. Make sure managers are staying on top of their employees that struggled.
- ☐ Connect with employees who weren't ideally engaged throughout the course of the Qstream to get to the root of the issue.
- ☐ Reward those who topped the leaderboard, either with a public shoutout or small physical gift.
- ☐ Visit the Content Analysis tab in Insights to understand which questions were challenging so you can provide further training.
- ☐ Review participant feedback and comments*, and consider collecting anecdotal commentary as well. Apply any findings to your next Qstream launch.
- ☐ Combine Qstream data with other insights to identify patterns linked to business outcomes. For example, were top Qstream performers also your highest sales achievers? Report these examples to leadership.
- ☐ Identify and address any knowledge gaps that still exist. Pull in managers to work with their direct reports.
- ☐ Export EOQ (end-of-Qstream) reports to share the results with leadership and promote your success across the organization.







Question	Qstream	Comment
Activity not Consistent with Business	Anti Money Laundering 2024	That was a tough question!
BSA Definition	Anti Money Laundering 2024	Testing comment feature.
No Lawful Purpose	Anti Money Laundering 2024	Wow this was a tough question



[Learn more about the different Qstream reports >](#)

The Four Types Of Qstreams

The checklist above was designed to be used in Qstreams where your goal is to increase proficiency. Here is a breakdown of the styles in the platform and when to use each based on your intended outcome. With the exception of Custom Qstreams, participants receive approximately 2 questions every 2 days, which is in line with our best practices.

 Classic	 Turbo	 Lightning	 Custom
Goal: Long-term retention	Goal: Retention	Goal: Assessment	Build your own Qstream!
<ul style="list-style-type: none">Increases proficiencyRuns 6-8 weeksAsks 10-15 questionsAll questions (incorrectly and correctly answered) repeated	<ul style="list-style-type: none">Confirms knowledgeRuns 3-4 weeksAsks 10-15 questionsOnly incorrectly answered questions repeated	<ul style="list-style-type: none">Gets baseline knowledgeRuns 2-3 weeksAsks up to 20 questionsQuestions are not repeated	The number of questions and delivery is completely tailored to your organization's unique learning and training needs

Qstream Metrics

What Qstream's signature insights tell you about your learners and how well your microlearning programs are performing

Proficiency

Proficiency is a measure of correctness. Correctness is the percentage of a question you got correct ie. 0 for incorrect, 100% for correct and in between for partially correct, depending on number of correct answers in multi choice.

Why It Matters: Pinpoints knowledge gaps so interventions can be made in real time. It also allows you confirm performance readiness and understand where to focus future training efforts.

Engagement

Engagement measures the percentage of Question attempts the Participant had/has the opportunity to answer versus those he did answer. The formula is $\text{Total Questions Answered} / \text{Total Questions Available to Answer}$. Engagement refers to whether a Participant started a Qstream they are enrolled in. Valid values are Started/Not Started.

Why It Matters: High engagement is essential for accurately measuring learner proficiency. When engagement is low, it gives managers and training teams a chance to step in and reinforce the importance and value of the microlearning challenge. Low engagement may also point to broader issues, including potential turnover. These concerns should be addressed promptly to help employees get back on track.

Completion

Completion measures the Percentage of Questions in the Qstream which the Participant has completed. A question is deemed completed when it is either "Retired and Mastered" (consecutive correct attempts) or "Retired Not Mastered" (all attempts used without answering consecutively correct). The formula used is $((\text{Number of Questions Retired and Mastered} + \text{Number of Questions Retired Not Mastered}) / \text{Number of Question in the Qstream}) * 100$



[Check out the full Qstream glossary >](#)

*This optional feature might not be enabled on your Qstream site. Comments, coaching and leaderboards can be enabled on the overall site, but can also be toggled on and off on a Qstream-by-Qstream basis.

Questions? Reach Out To Your Qstream Rep!

