# Roaring Fork Training App Journey: Eric

Employee Profile: Experienced Eric Title: General Manager

<u>Start Date:</u> 11/1/20 <u>Age</u>: 34

### **New Store General Manager Training App Onboarding Map**



manager quiz with 87%

#### **Onboarding Initial Company Training Position Specific Onboarding Quiz Qdoba Brand Specific Training** (module 1) (module 2) **Expectations Training** Eric receives an email to activate his train- In module two Eric learns Eric navigates back to the Eric needs to open the Qdoba training Eric selects the general ing app account. This allows him to log about Roaring Fork's histoapp to complete this section. He uses a manager position to con-Roaring Fork training app. into the app and set his preferences. ry, company structure, specific login assigned to the store he is tinue past the brand spe-The next task for him to training at. He will only complete the complete is the general Onboarding training is his first module to leadership teams, and cific training. This section complete. This module consists of inforcompany culture. At the "Welcome to Qdoba" section in the Qdoprovides an overview of manager onboarding quiz. mation about benefits, payroll, security, end of each topic eric ba training app. This section covers brand the general manager train-This guiz is a culmination and general topics like workplace inclumust complete a three overview, brand standards, and history. ing program inside the of all of the subject matter sion and sexual harassment. At the end of question quiz the topic. There is no tracking or guizzes for this Qdoba training app. There he learned during the each topic eric must complete a three area of the Qdoba training app. is no tracking or quizzes onboarding process. He question quiz the topic. for this area of the Qdoba needs to receive a score of training app. 80% out of 20 questions to pass, or he will retake until he passes Videos 0%/ Reading 5%/ Videos 95%/ Reading 5%/ Quizzes 0% Videos 75%/ Reading 15%/ Quizzes 10% Quizzes 95% rFork Training App **Qdoba Training App** rFork Training App 60 Minutes 20 Minutes 45 Minutes 27 Minutes 15 Minutes Sign into Qdoba app with store Selects job position to Successfully Leaves Odoba **▼** credentials Eric completes Eric click the link start position specific training site Re-opens rFork completes Successfully his first topic in the account training module 2 training app and completes quiz activation email selects next module 1 Leaves rFork he received available module training app Successfully HIGHLIGHTS passes general

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### **Insights:**

The biggest pain point in this process is that Eric needs to leave the rFork training app to go to the Qdoba training app. Although we could move the training around to eliminate the need to go back and forth between the app but create an issue with the training flow created by our training team. They find it necessary for onboarding training to flow as described to help create an accurate depiction of the position the user is training for. This allows the employee to decide whether to continue on or end their employment with us.

This creates an opportunity to possibly embed the qdoba training site/app into the rFork training app for the areas of training covered by Qdoba. Doing so would eliminate on system being skipped during training, In most cases the rfork training app is the one skipped because it does not teach the core functions of the position like the Qdoba training app does.

A secondary issue that is presented is the employee waiting for and activation email to set up their training account. In Eric's case, he is a salaried manager and is issued a company issued email that he is required to have on his personal mobile device from day one of employment. Hourly staff does not get a company issued email nor are they required to have a mobile device. This makes activating an email difficult when the employee does not have access to their email during the onboarding process.