To: Strategic Analytics Initiative Teams
From: Nexus Logistics Solutions, Employee Development Program
Date: September 24, 2024
Subject: Business Objective for Analysis of Training Effectiveness in Skills and Competencies Development Program

Thank you all for your work on our Strategic Analytics Initiative analyzing program utilization in our Skills and Competencies Development Program. Based on the success of our collaboration, we are excited to continue working with you on another important analytics project.

For this second project, we are focused on an in-depth analysis of the effectiveness of our Skills and Competencies training courses, using employee skill level and performance as key metrics. Your analysis will provide crucial insights into how our training courses contribute to employee achievement and growth, as well as highlight potential differences in needs or benefits across locations and courses. Ultimately, your analysis will inform future decisions about the structure and delivery of our EDP programs.

As outlined in the NLS Company Introduction, employees complete two objective assessments as part of every Skills and Competencies training course: an Intake Assessment taken at the start of the course, and an Outcome Assessment taken upon completion. We measure employee performance in each course by the difference between the intake and outcome scores, considering improvement in both proficiency and practical application of skills. We also suspect that some employees enter training with higher skill levels than others, but we have yet to conduct a full analysis of this potential variation.

Our key business questions for this Performance Analysis are as follows:

1. **Skill Level and Performance Trends**:
   We are interested in identifying differences in employee skill levels and course performance across courses, locations, and potentially over time. Understanding these variations will help us assess the overall effectiveness of our program as well as any trends that might exist, and allow us to tailor our training offerings to better meet the needs of employees in different regions.

2. **Impact of Course Sequence on Achievement**:
Currently, employees can enroll in courses in any order, as there are no prerequisite requirements in our program (i.e., we do not require completing one course before taking another). We would like to explore whether the sequence in which courses are taken has any impact on employee performance in those courses. By identifying patterns in course completion order, we may be able to recommend optimal learning paths that enhance skill acquisition.

3. **Comparison of In-Person vs. Virtual Training**:
As we continue to expand our virtual training offerings, we need to evaluate the effectiveness of this format. By comparing employee performance in courses delivered both in-person and virtually, we aim to understand how well the virtual environment supports skill development. Looking forward, we are considering adapting Course 103: Advanced Warehouse Management Systems to a virtual format and want to assess the success of other courses that have already been adapted for virtual delivery in order to inform this decision.

Your analysis will provide critical insights to help us improve the effectiveness of our training programs and ensure that our employees continue to develop the skills necessary to excel at Nexus Logistics Solutions.

Thank you for your continued dedication to this initiative!