From Enrollment to Impact: Driving Stronger, More Inclusive Learning at TNLA

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Content Overview

1. **Understanding Participation & Access**

- Examine enrollment and completion trends across roles, tenure, and regions.

- Identify where learning access barriers exist and who is most engaged.

2. **Evaluating Learning Modalities & Performance**

- Compare outcomes across In-Person, Live, and Async formats.

- Highlight how learning environments influence completion and proficiency gains.

3. **Course Level Insights & Strategic Recommendations**

- Analyze which courses drive the strongest participation, completion, and skill growth.

- Summarize key takeaways and propose actionable strategies for TNLA to strengthen engagement and equity.
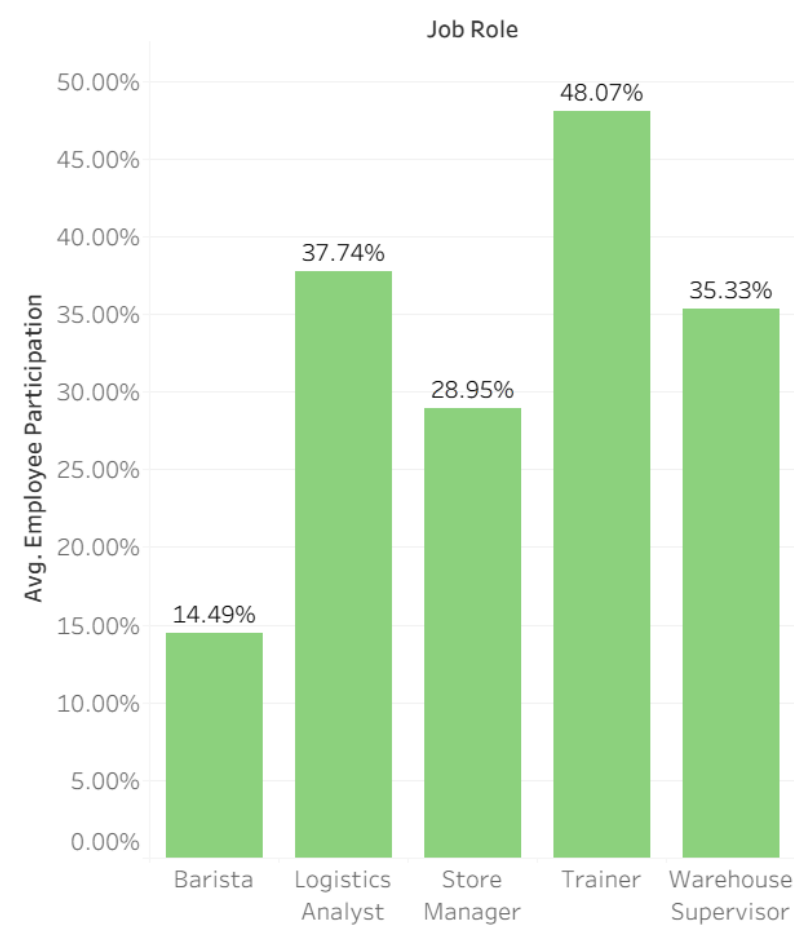
Part 1: Understanding Participation & Access

Role-Based Learning Insights: From Enrollment Gaps to Strong Completion
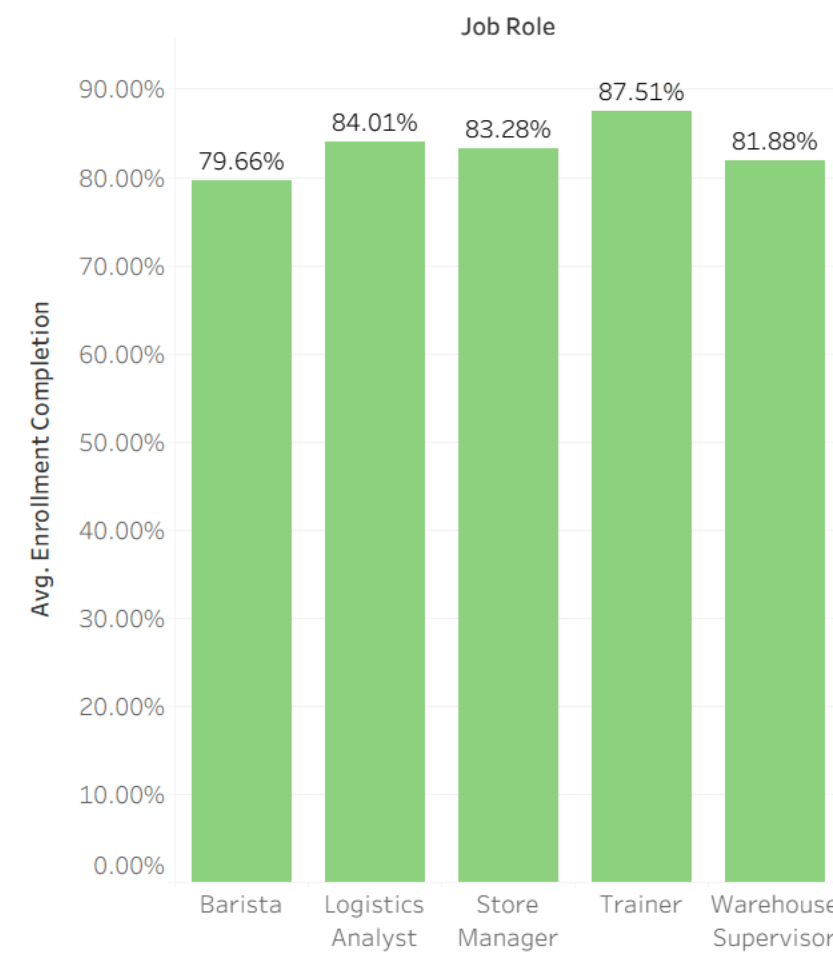

Participation Rate by Job Role

Average employee participation varies widely across roles, with Trainers showing the highest engagement and Baristas the lowest.

Job Role

- Barista: 14.49%
- Logistics Analyst: 37.74%
- Store Manager: 28.95%
- Trainer: 48.07%
- Warehouse Supervisor: 35.33%

Average of Employee Participation for each Job Role .

Completion Rate by Job Role

Completion performance remains consistently high across all job roles, with minimal variation.

Job Role

- Barista: 79.66%
- Logistics Analyst: 84.01%
- Store Manager: 83.28%
- Trainer: 87.51%
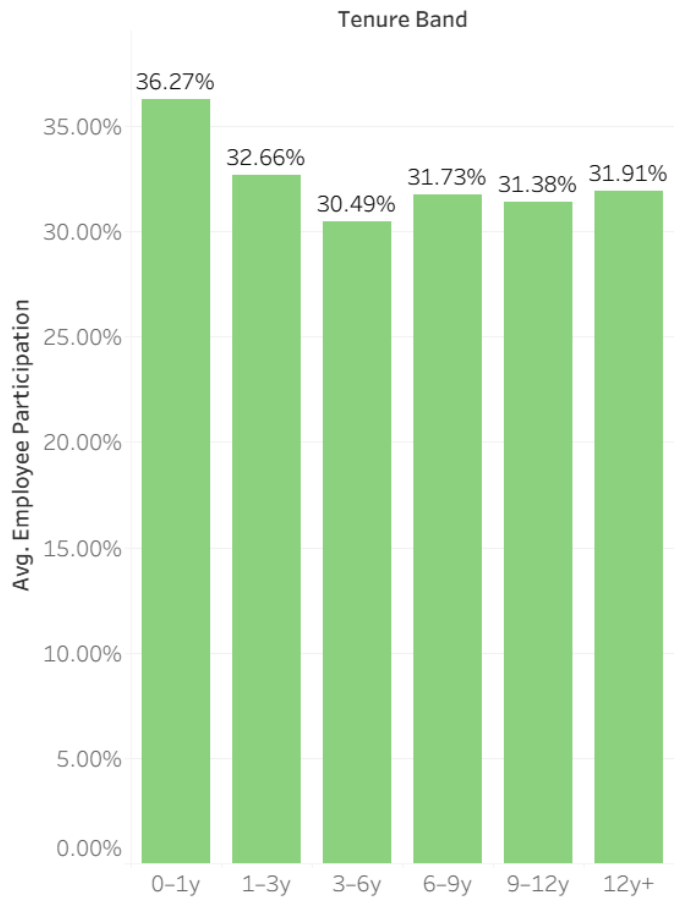- Warehouse Supervisor: 81.88%

Average of Enrollment Completion for each Job Role .

- **Participation** differs sharply across job roles, but completion remains consistently high, indicating that the **main challenge lies in enrollment, not engagement.**

- Trainers (48%) far exceed Baristas (14%), **showing access or scheduling barriers for frontline staff.**

- Once **Completion Consistency** enrolled, completion rates remain high (80–88%) across all roles.

- TNLA's learning programs effectively retain learners, but **need targeted strategies to drive initial enrollment** among low-access roles.

Early Enthusiasm, Lasting Commitment: Learning Patterns Across Tenure

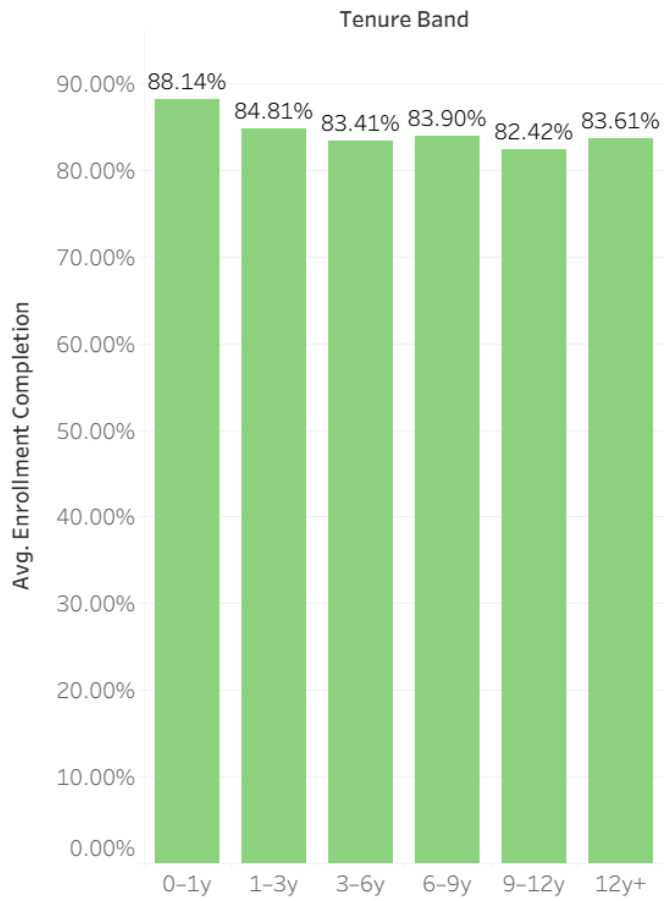## New vs senior employees: Participation Rate
This chart shows how employee participation in learning programs changes with tenure.

Tenure Band

- 36.27% (0–1y)
- 32.66% (1–3y)
- 30.49% (3–6y)
- 31.73% (6–9y)
- 31.38% (9–12y)
- 31.91% (12y+)

Avg. Employee Participation

Average of Employee Participation for each Tenure Band.

New vs senior employees: Completion Rate
This chart displays course completion rates across tenure groups.

Tenure Band

- 88.14% (0–1y)
- 84.81% (1–3y)
- 83.41% (3–6y)
- 83.90% (6–9y)
- 82.42% (9–12y)
- 83.61% (12y+)

Avg. Enrollment Completion

Average of Enrollment Completion for each Tenure Band.

- **Participation** is highest among **new employees (0–1 yr: 36%)** and stabilizes around **31–32% after three years**.
- **Completion** remains high across all tenure levels **(~88% to ~83%)**, showing little variation.
- New hires show strong initial motivation, suggesting that onboarding and early learning programs are effective.
- The steady completion across tenure implies a **strong learning culture** once employees begin training.
- Future strategy should focus on **sustaining long-term engagement**.

Regional Learning Gaps Highlight Uneven Global Engagement

Participation Rate by Country

Participation rates range from 27.24% (Mexico) to ~34.63% (Singapore), showing moderate regional differences in learning engagement.

Employee Participation

27.24% 34.63%

32.29%

28.55%

32.47%

27.24%

34.63%

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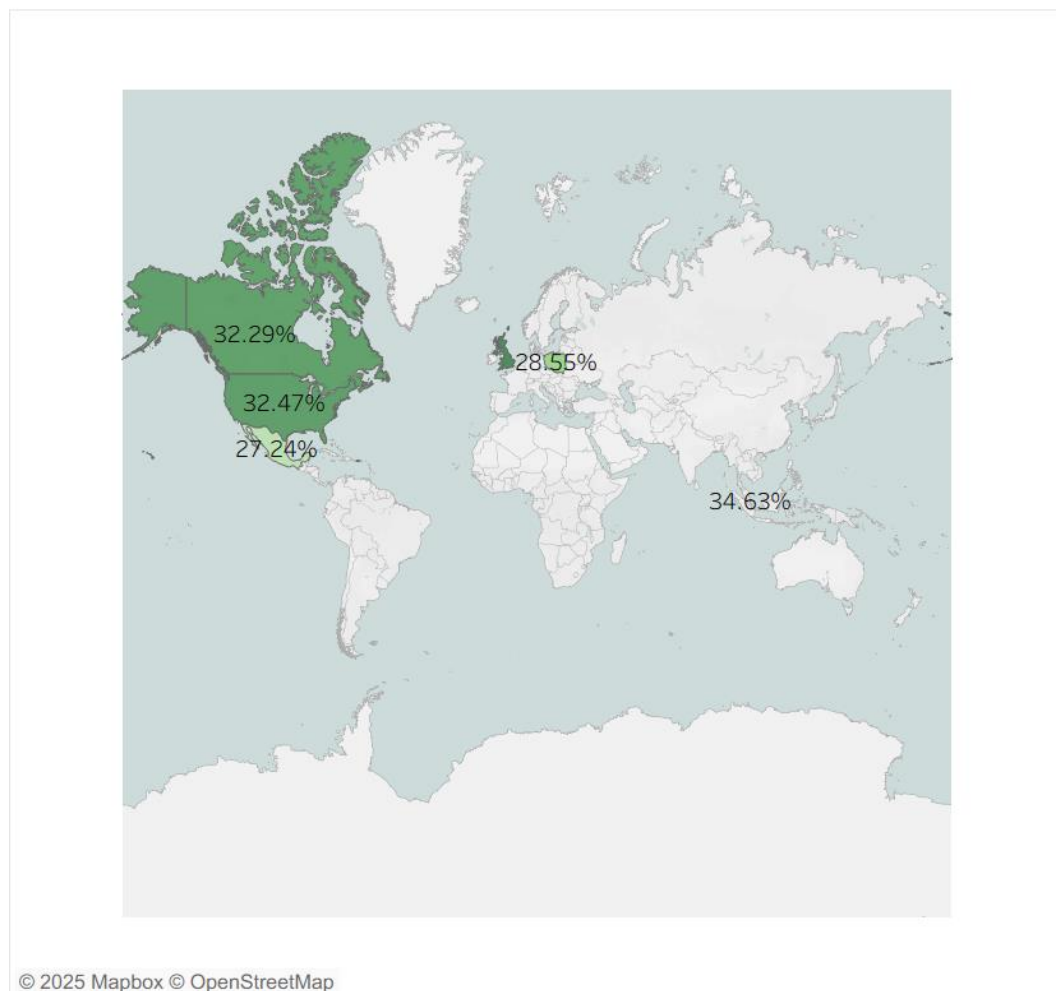
Map based on Longitude (generated) and Latitude (generated). Color shows average of Employee Participation. Details are shown for Country.

- **Singapore (34.6%)** leads in employee participation, while **Mexico (27.2%)** records the lowest rate, **a 7.4 percentage point gap**.

- **North America (27–32%)** remains slightly below the global average, whereas **Asia-Pacific regions demonstrate higher engagement.**

- Higher participation in **Singapore** may indicate **stronger organizational learning culture and better digital adoption**.

- Lower rates in **Mexico and parts of North America** suggest **accessibility or communication challenges**, possibly tied to time zones, training formats, or local management emphasis.

- TNLA could strengthen global learning equity by **localizing engagement tactics**, offering **multi-language materials**, and **optimizing training schedules** for regional contexts.

Part 2: Evaluating Learning Modalities & Performance

In-Person and Live Courses Dominate Participation

In-Person and Live Courses Attract the Most Learners

Over 4,000 total enrollments are concentrated in In-Person and Live sessions, suggesting that structured and interactive formats draw higher employee participation than self-paced learning.

Course Modality
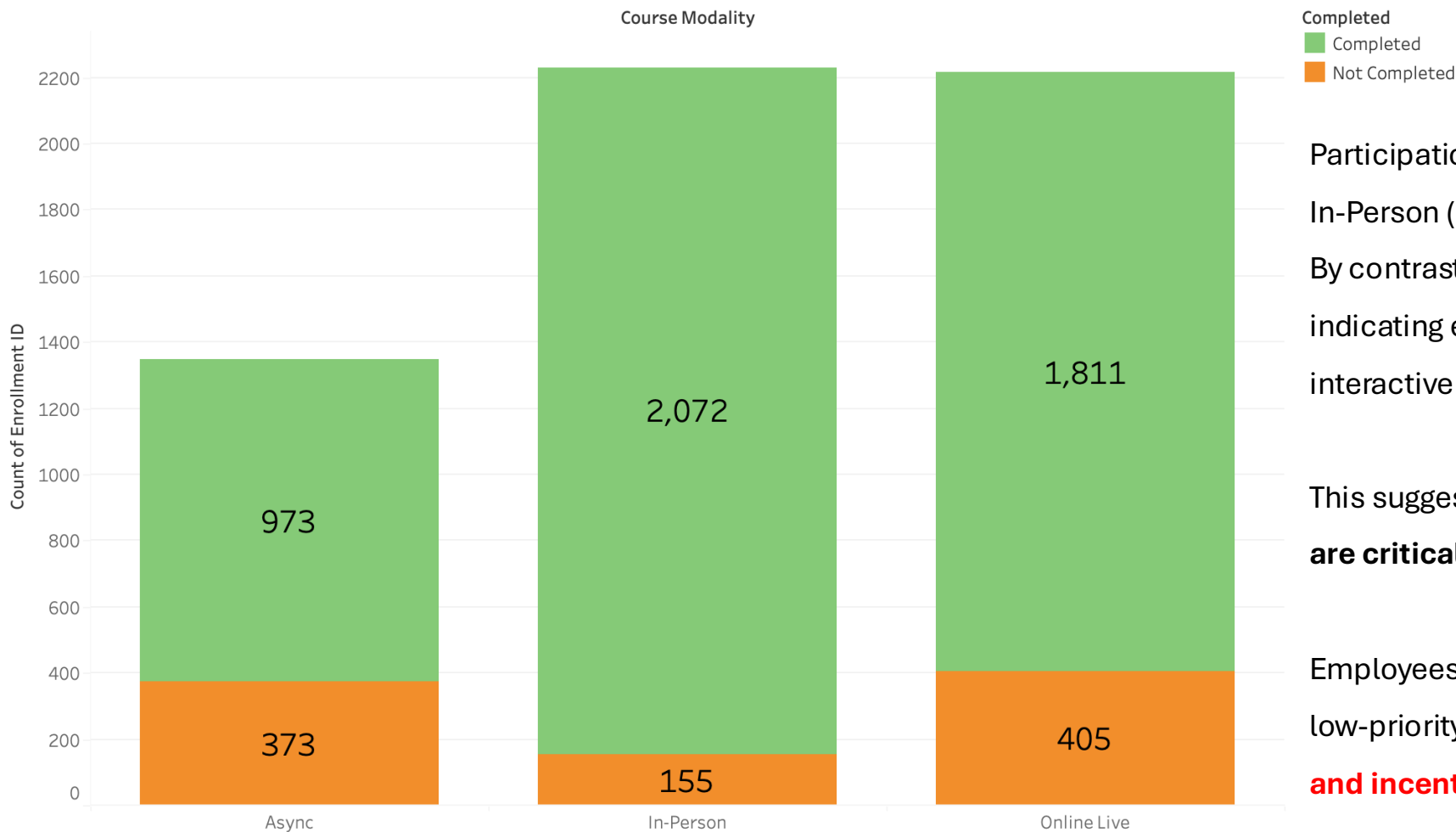
Participation data shows a clear concentration in In-Person (2,227) and Online Live (2,216) courses. By contrast, Async courses record only 1,346 enrollments, indicating employees are more motivated to join guided or interactive sessions.

This suggests that **interaction** and **structured schedules** **are critical motivators for learning engagement.**

Employees may perceive Async modules as optional or low-priority. **Strengthening onboarding communication and incentives** **could increase Async participation.**

Completion Rates Confirm the Value of Structured Learning Environments

In-Person Courses Lead in Completion Success

Completion rates reach 93% for In-Person and 82% for Live sessions, while Async trails at 72%, highlighting how course design affects learner follow-through.
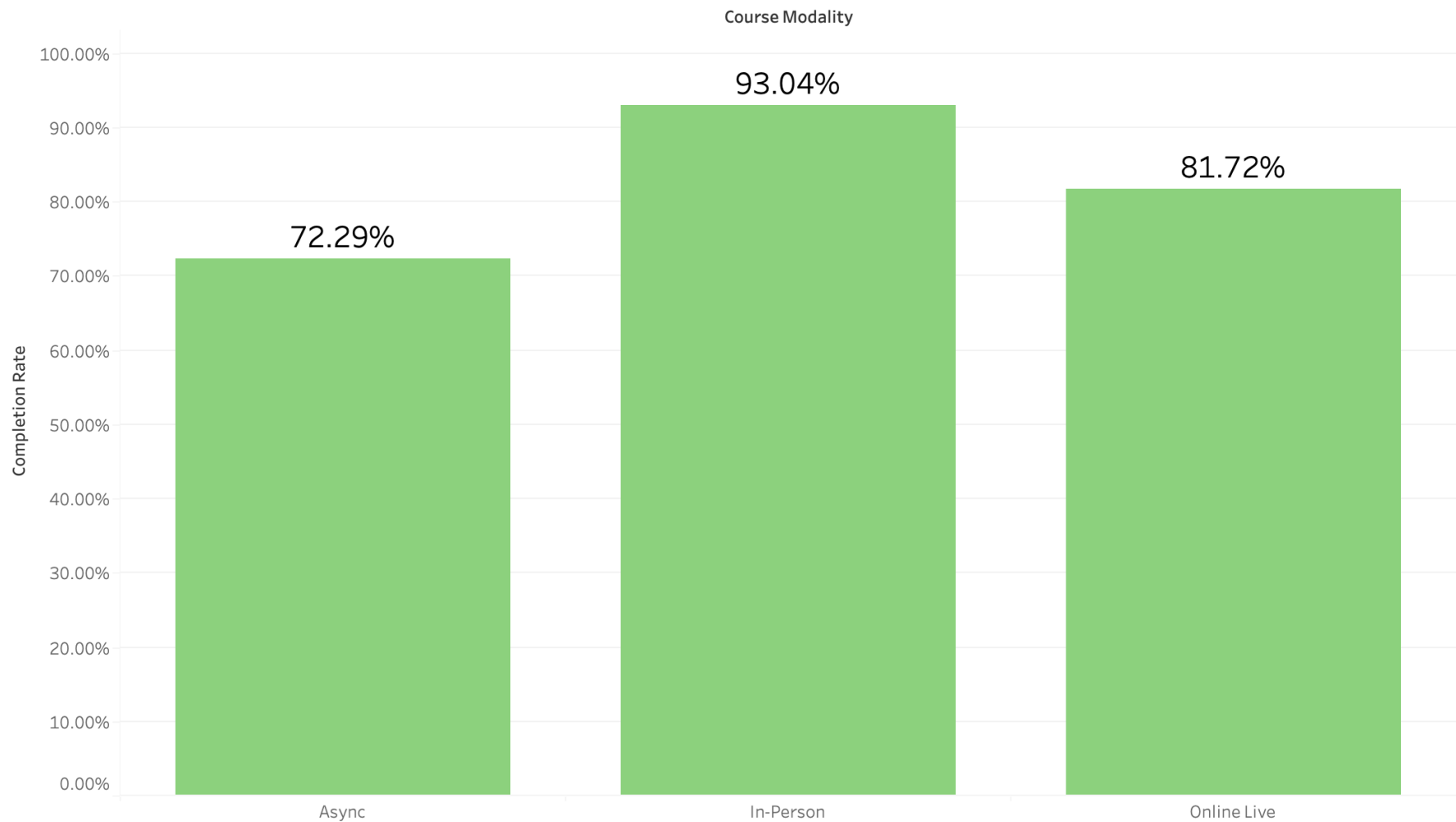
Completion Rate for each Course Modality.

Completion rates differ significantly across formats: 93% In-Person, 82% Online Live, and 72% Async.
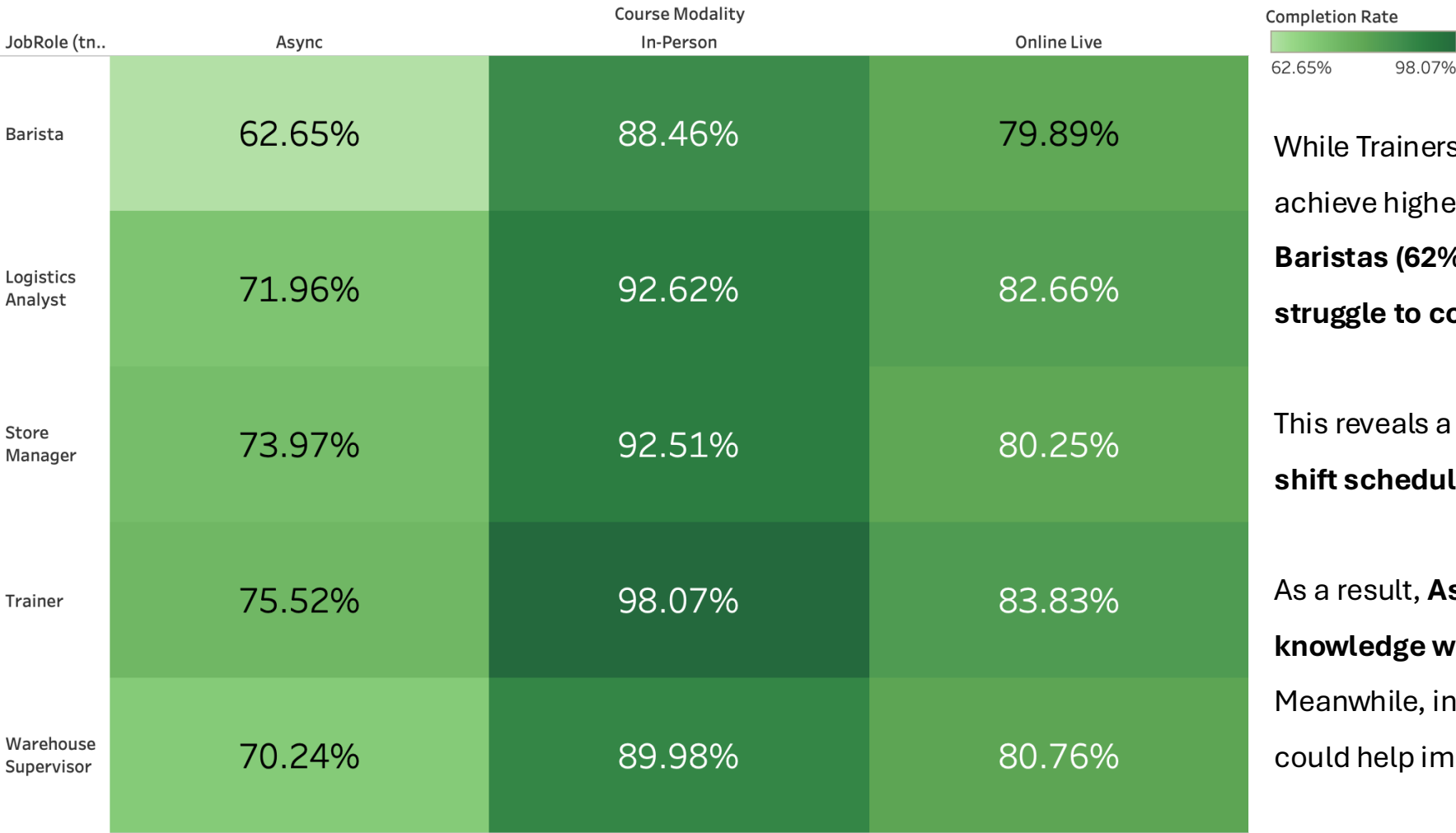
Employees in real-time or instructor-led settings are more likely to finish their training. This reinforces **the importance of peer accountability and immediate feedback as drivers of completion.**

We can also notice that self-paced leaners likely face lower motivation. **Introducing progress reminders or gamified milestones can help sustain commitment in Async learning.**

Frontline Roles Show the Lowest Completion Rates in Async Learning

Trainers and Managers Excel Across All Formats, While Baristas Lag in Async

Frontline roles such as Baristas and Warehouse Supervisors show lower Async completion, suggesting time flexibility and support gaps in shift-based positions.

Completion Rate

62.65%   98.07%

JobRole (tn..	Async	Course Modality In-Person	Online Live
Barista	62.65%	88.46%	79.89%
Logistics Analyst	71.96%	92.62%	82.66%
Store Manager	73.97%	92.51%	80.25%
Trainer	75.52%	98.07%	83.83%
Warehouse Supervisor	70.24%	89.98%	80.76%

While Trainers, Store Managers, and logistics Analyst achieve higher completion in almost course modalities, **Baristas (62%) and Warehouse Supervisors (70%) struggle to complete Async courses.**

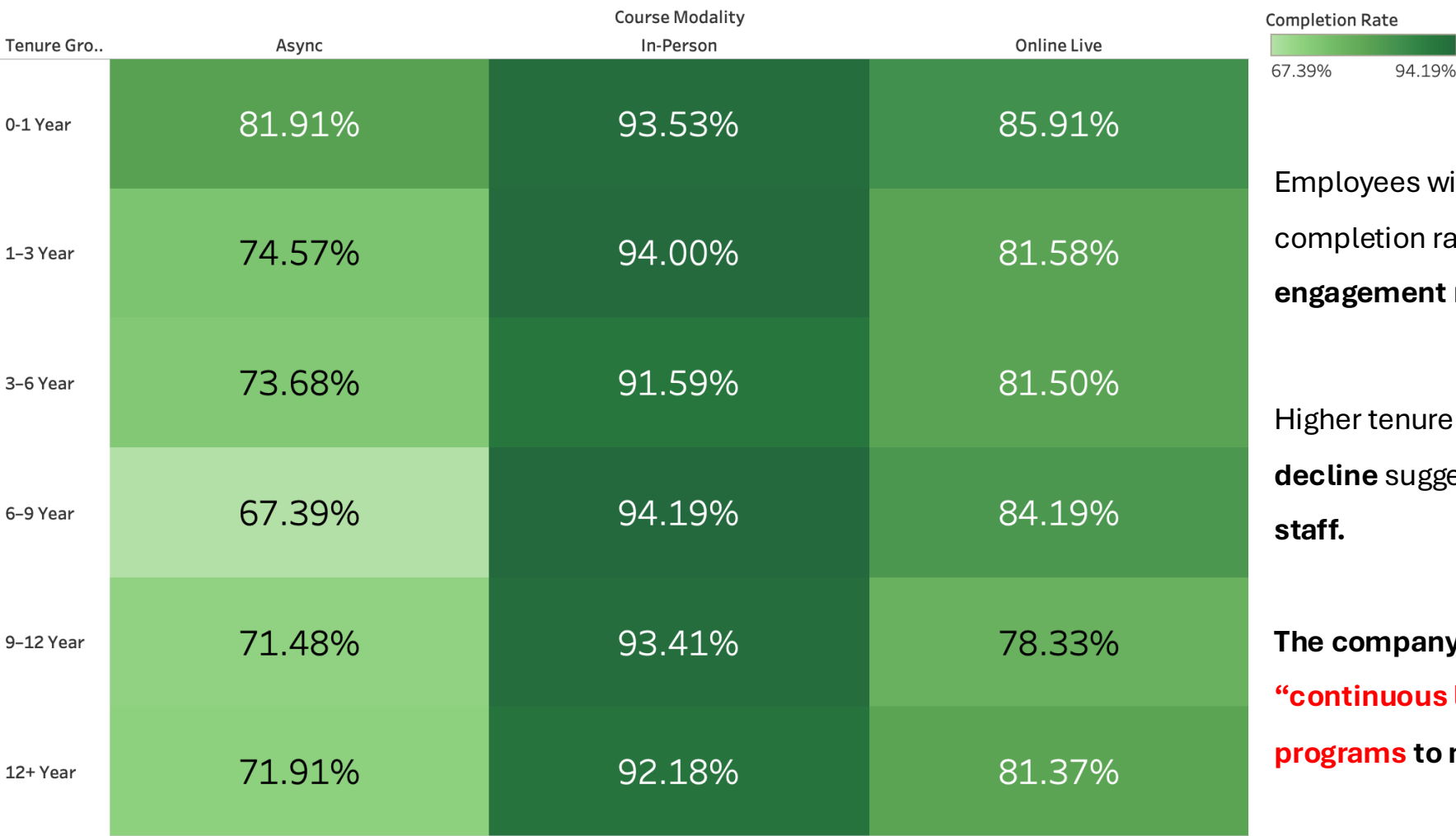This reveals a **role-based accessibility gap**, **likely due to shift scheduling, workload, or limited device access.**

As a result, **Async modules may be better suited for knowledge workers than frontline employees.** Meanwhile, introducing **mobile-friendly learning modules** could help improve accessibility.

Completion Rate (color) broken down by Course Modality vs. JobRole (tnla employee data.csv1).

New Employees Exhibit the Highest Learning Commitment Across All Modalities

New Employees Engage More Actively Across All Modalities

Employees with less than one year tenure maintain the highest completion rates, indicating stronger initial motivation that declines over tenure—especially for self-paced formats.

Tenure Gro..	Async	Course Modality In-Person	Online Live
0-1 Year	81.91%	93.53%	85.91%
1–3 Year	74.57%	94.00%	81.58%
3–6 Year	73.68%	91.59%	81.50%
6–9 Year	67.39%	94.19%	84.19%
9–12 Year	71.48%	93.41%	78.33%
12+ Year	71.91%	92.18%	81.37%

Completion Rate
67.39%   94.19%

Employees with **less than 1 year** tenure achieve completion rates of 82–94%. It shows that **strong early engagement reflects successful onboarding design**.

Higher tenure leads to a lower completion rate. This **decline** suggests **waning motivation among long-tenured staff.**

The company should consider implementing "continuous learning milestones" or recognition programs to maintain engagement beyond the first year.

Completion Rate (color) broken down by Course Modality vs. Tenure Group.

In-Person Learning Delivers the Greatest Skill Improvement (+8.61 Points)

In-Person Training Yields the Highest Skill Improvement

Learners in In-Person sessions improved proficiency by +8.6 points on average, while Async saw a decline, emphasizing the importance of experiential learning in driving skill development.
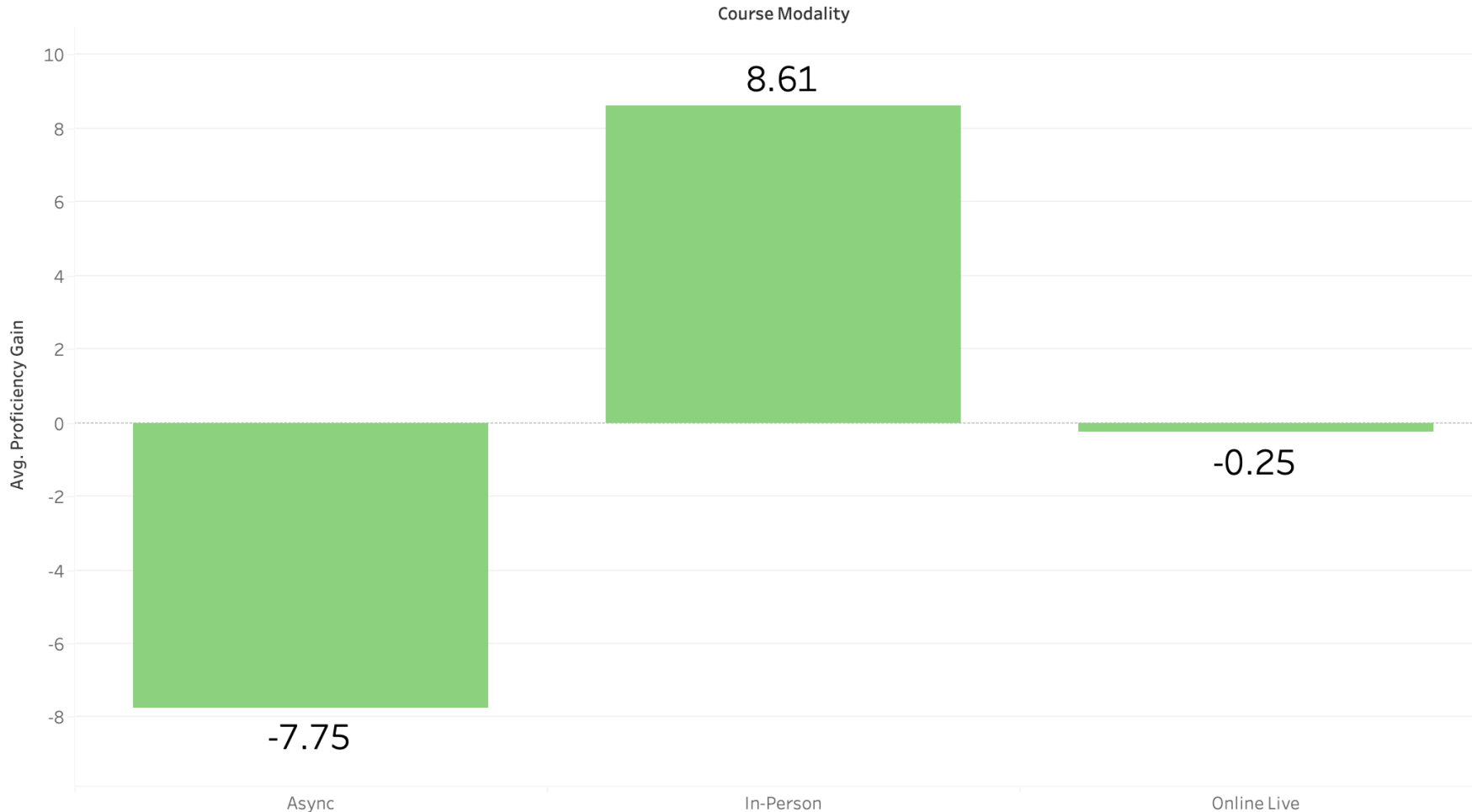
Course Modality

Average of Proficiency Gain for each Course Modality.

Learners in In-Person sessions show an average proficiency gain of +8.6 points, while Async participants experience a –7.8 drop, and Live sessions remain stable.

This confirms that **hands-on, experiential learning translates into measurable performance growth.**

As a result, **In-Person environments promote active practice and peer learning**. **Async outcomes may be limited by lack of feedback loops or engagement tools — suggesting the need for content redesign or new teaching methods**.

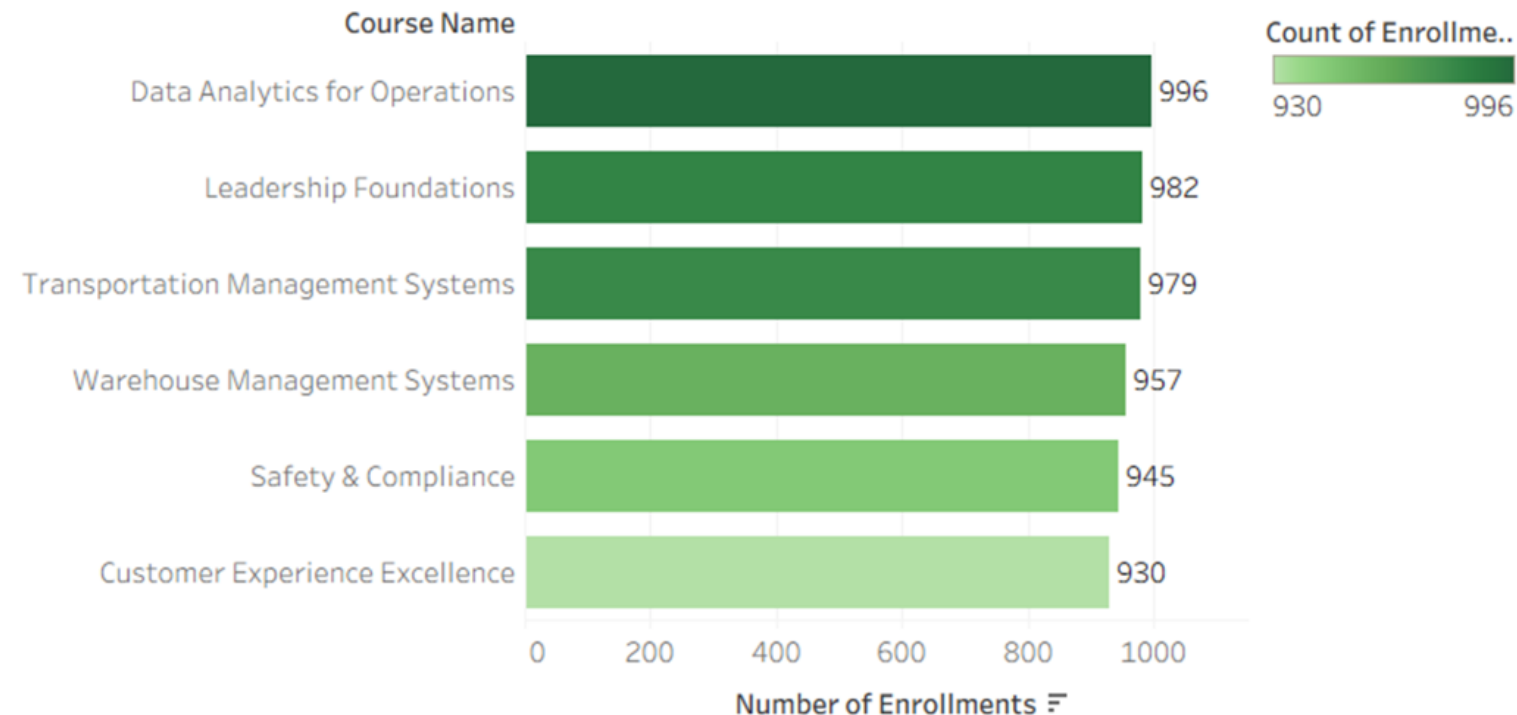# *Part 3: Course Level Insights & Strategic Recommendations*

Analytics and Leadership Courses Drive the Highest Participation

Analytics and Leadership Courses Dominate Employee Interest

Data and leadership programs account for the highest enrollments, reflecting core capability priorities.

Customer-focused courses lag, indicating limited perceived relevance or lower strategic emphasis.

Course Name

Course Name	Number of Enrollments
Data Analytics for Operations	996
Leadership Foundations	982
Transportation Management Systems	979
Warehouse Management Systems	957
Safety & Compliance	945
Customer Experience Excellence	930

Count of Enrollme..
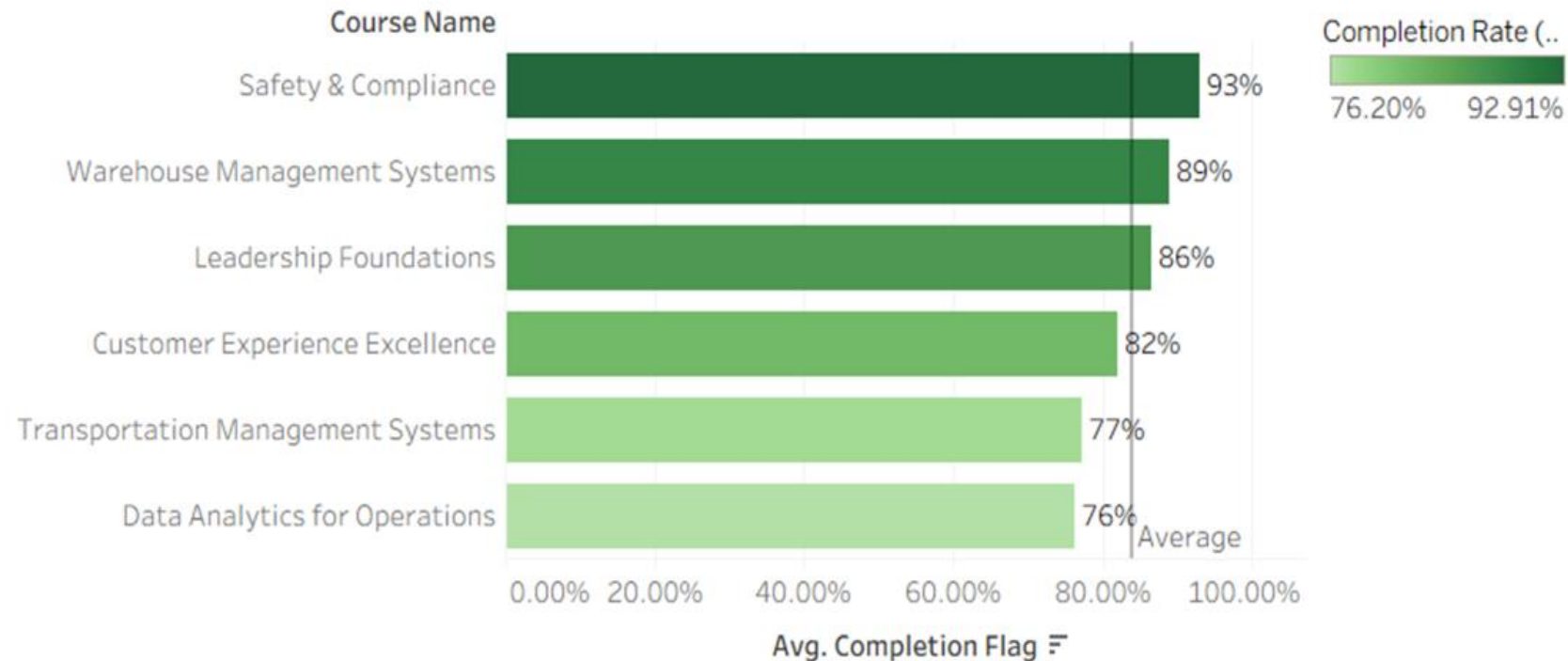930   996

Number of Enrollments

Count of Enrollment ID for each Course Name. Color shows count of Enrollment ID.

- **Data Analytics for Operations** and **Leadership Foundations** show the greatest enrollment volumes, reflecting **strategic capability priorities**.

- Course participation remains strong across **operational and leadership tracks**.

- **Customer Experience Excellence** records the **lowest participation**, indicating narrower role relevance.

- **Expanding visibility and relevance of customer-facing programs** can help **balance learning** participation across business areas and reinforce how these courses contribute to **overall growth**.

Compliance and Operations Courses Sustain the Strongest Completion

Compliance Courses Retain Learners; Technical Courses See Higher Drop-Off

Short, compliance-based programs achieve >90 % completion, while longer analytical modules underperform, suggesting difficulty or time-commitment barriers.

Course Name

Completion Rate (..
76.20%   92.91%

Course Name	Completion
Safety & Compliance	93%
Warehouse Management Systems	89%
Leadership Foundations	86%
Customer Experience Excellence	82%
Transportation Management Systems	77%
Data Analytics for Operations	76% Average

0.00% 20.00% 40.00% 60.00% 80.00% 100.00%
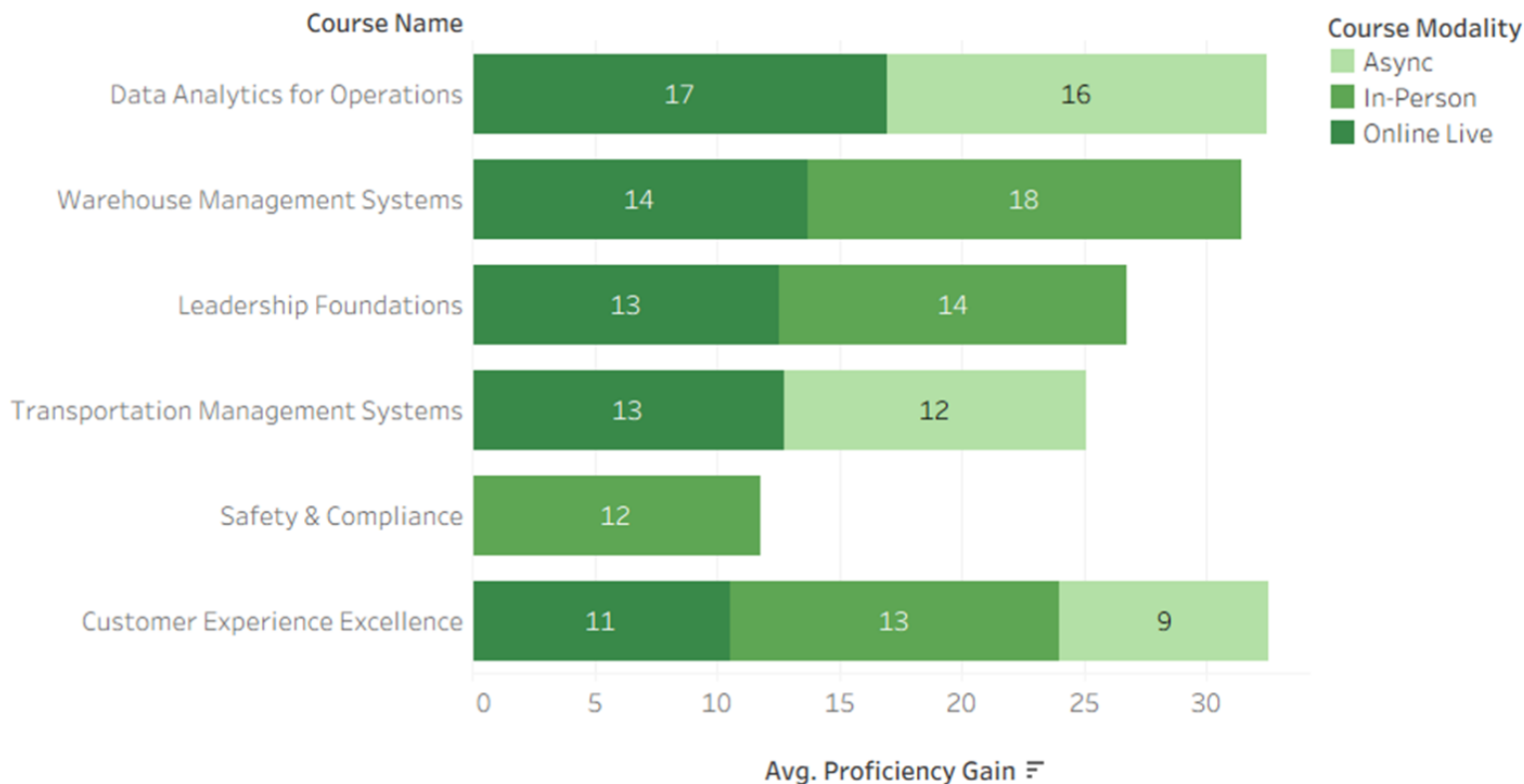
Avg. Completion Flag ▼

Average of Completion Flag for each Course Name. Color shows average of Completion Flag.

- **Safety & Compliance** achieves the **highest completion (93 %)**, followed by **Warehouse Management Systems (89 %)**.

- **Data Analytics for Operations** records the **lowest completion (76%)**, suggesting **higher difficulty or time constraints**.

- **Completion declines** appear correlated with **course complexity and duration**.

- To **improve persistence** in data-heavy courses, **consider shorter modular structures, flexible pacing,** and **quick feedback loops** that keep learners motivated through completion.

Operations and Warehouse Programs Deliver the Strongest Skill Growth

Operations and Warehouse Courses Drive the Greatest Skill Uplift

Data Analytics for Operations shows the highest proficiency gains, followed by Warehouse Management Systems and Leadership Foundations—indicating strong learning transfer across completers.

Course Name

Course	Online Live	In-Person	Async
Data Analytics for Operations	17	16	
Warehouse Management Systems	14	18	
Leadership Foundations	13	14	
Transportation Management Systems	13	12	
Safety & Compliance	12		
Customer Experience Excellence	11	13	9

Avg. Proficiency Gain

Course Modality
- Async
- In-Person
- Online Live

- **Data Analytics for Operations (+33 pts)** demonstrate the **greatest proficiency improvement** reflecting strong applied learning outcomes.

- **Warehouse Management Systems (+32 pts)** and **Leadership Foundations (+27 pts)** also show **substantial gains**, confirming broad skill uplift.

- All courses report **positive gains among completers**, indicating **effective learning delivery** across modalities.

- Programs with **practical, scenario-based elements outperform theory-only modules**, reinforcing the value of applied learning design.

- Enhancing **interactive and modular formats** across data-heavy courses could sustain engagement and ensure lasting skill application on the job.

Final Recommendations

1. Expand Access for Frontline Roles
Develop mobile-friendly, micro-learning modules to accommodate Baristas and Warehouse Supervisors who face scheduling and device constraints.
→ *Outcome:* Boosts enrollment equity and supports skill development across all levels.

2. Redesign Asynchronous Learning for Engagement
Revamp Async courses using gamification, progress tracking, and peer discussion features to replicate the motivation of live sessions.
→ *Outcome:* Increases completion rates and sustains long-term learning momentum.

3. Localize and Sustain Learning Globally
Customize training schedules, content language, and recognition systems by region and tenure.
→ *Outcome:* Reduces participation gaps (e.g., Singapore vs. Mexico) and fosters an inclusive global learning culture.