



Training Evaluation Report

New Employee Onboarding

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Executive Summary

Purpose: This report evaluates the effectiveness of the new Canvas online training course implemented for the HR Orientation at Florida Eye Specialists.

Overview: The HR Orientation Training aimed to streamline the orientation process for new employees using Canvas LMS, Google Slides, and Google Forms. The evaluation indicates that the training program was highly effective in achieving its objectives, with participants demonstrating high levels of confidence and comfort in their understanding of the employee handbook, company policies, and job-specific knowledge. However, some areas for improvement were identified, particularly concerning the clarity and updating of training videos and the consolidation of platforms used.

Key Findings:

- All participants felt highly comfortable and confident with the employee handbook and policies.
- The majority of participants felt confident with their knowledge of the company's locations, doctors, and managers.
- Participants rated their confidence in understanding their job positions very highly.
- Favorite aspects included learning the EMR, understanding locations and physicians, and navigating platforms and emails.
- Suggestions for improvement focused on updating training videos and reducing the number of platforms needed for training.



Introduction

The HR Orientation Training is designed to introduce newly hired employees to Florida Eye Specialists' policies, procedures, and job-specific training using technology platforms. This new, technology based orientation aimed to increase accessibility to training across all clinics, facilitate better engagement and knowledge retention of policies and procedures from new employees, and allow for more time for newly hired employees to complete job-specific training before their first day at their designated clinic. The purpose of this evaluation is to assess the effectiveness of the HR Orientation Training in achieving its objectives and to identify areas for improvement.

Methodology

A mixed-methods approach was used for the evaluation design, combining quantitative surveys and qualitative interviews. The participants surveyed were 5 newly hired employees in the positions of front desk, medical scribe, and surgical technician. 3 out of these 5 newly hired employees successfully completed the post-training survey after attending the new training. The instrument utilized to conduct this evaluation was Google Forms.

Findings

The quantitative data from the post-training surveys revealed high levels of confidence among participants regarding their understanding of key aspects of their roles at Florida Eye Specialists. All three respondents rated their comfort and confidence level with the employee handbook and policies as 5 out of 5. When asked about their knowledge of the company's locations, doctors, and managers, two respondents rated their confidence level as 4 out of 5, and one respondent rated it as 5 out of 5. Regarding their knowledge of their job position, two respondents rated their confidence level as 5 out of 5, while one respondent rated it as 4 out of 5.



The qualitative data provided further insights into the participants' experiences. Respondents highlighted learning the Electronic Medical Records (EMR) system on Athena, understanding the locations and physicians, and navigating various platforms and emails as the most valuable parts of the training. Suggestions for improvement from the survey included updating training videos, particularly the workplace harassment video, and reducing the number of needed platforms to make the training process simpler. Additional comments were overwhelmingly positive, with participants expressing high satisfaction with the orientation. They praised the helpfulness and informativeness of the HR manager, Carrie, and noted that it was the best orientation they had experienced by far.

Analysis

The HR Orientation Training successfully met its objectives, as evidenced by the high confidence levels reported by participants in understanding the employee handbook, company policies, and their specific roles. The use of Canvas LMS in conjunction with Google Slides proved to be effective in delivering the training content, resulting in high levels of participant engagement and satisfaction. Participants provided positive feedback on the comprehensiveness and clarity of the training, indicating that the training materials and methods were well-received.

The strongest areas of success were creating a culture of involvement through the LMS's discussion platform and providing more time for participants to complete Athena (job-specific) training. The discussion posts within the LMS allowed present and future employees to feel more connected during the orientation process. Participants particularly enjoyed the "Introduce Yourself" discussion post, which was reported anecdotally as one of the most enjoyable parts of the course. Additionally, the use of Canvas enabled participants to work more efficiently through the learning material, allowing them to gain more practice with job-specific training. For instance, during my first day shadowing the HR director before



integrating the new LMS, new employees began their Athena training around 2:00 PM despite arriving at 9:00 AM. However, on the second day of shadowing with the new LMS in place, employees were able to start their Athena training directly after lunch, around 1:00 PM. This shift illustrates the improved efficiency and effectiveness of the new training approach.

Limitations

Several limitations became evident in fully evaluating the effectiveness of the new HR orientation method. The first limitation is the small number of new hires who completed the post-training survey. Only 60% of newly hired employees who underwent the training on the new platform provided feedback through the survey. This low response rate makes it difficult to draw generalized conclusions about the training's effectiveness, as the limited feedback may not accurately represent the overall experience of all participants.

The second limitation is that the HR manager has not yet successfully completed the new training entirely virtually with clinics located further away from Jacksonville. This phase of the technology integration plan was a significant driving factor in creating the online training. Without completing this phase, it is challenging to comprehensively evaluate the effectiveness of the new platform. The full impact and potential benefits of the virtual training component remain unassessed, limiting the ability to determine its overall success and areas for improvement.

Another limitation is the potential bias in the feedback collected. As the survey was administered immediately after the training, responses might reflect initial impressions rather than long-term effectiveness. Participants might have given more positive feedback due to the novelty of the new training format or the immediate context of the training session, rather than a thorough evaluation of its practicality and impact over time.



Additionally, the reliance on self-reported data introduces the possibility of inaccuracies or overestimations of participants' comfort and confidence levels. Self-reported measures can be subjective and may not accurately capture actual improvements in knowledge or skills.

By acknowledging these limitations, we can better understand the constraints of the current evaluation and identify areas for more robust assessment in future iterations of the training program.

Conclusions

The HR Orientation Training effectively enhanced participants' understanding of HR policies, company structure, and their specific roles. The integration of Canvas LMS played a significant role in the training's success by facilitating a more efficient and engaging learning experience. However, there are areas for improvement, particularly in updating the training videos to ensure they are current and relevant. Additionally, simplifying the training process by reducing the number of platforms used would enhance the overall user experience.

While reducing the number of platforms might improve the onboarding process, it may not be feasible due to current operational requirements. Employees are required to log in to multiple platforms, including Paylocity (for pay, time off, clock in/out), Deputy (for scheduling), Athena (for job-specific training), Microsoft (for two different email accounts), and Canvas (for orientation training). Most of these platforms are selected and regulated by North Florida Surgeons, the joint employer of Florida Eye Specialists, limiting the ability to consolidate them. Despite this limitation, continued efforts to streamline processes within the constraints will contribute to ongoing improvements in the HR orientation experience.

Recommendations

To enhance the HR Orientation Training, several improvements are recommended. First, updating all training videos is essential to ensure they are current, engaging, and



reflective of the latest policies and practices. This will address participant feedback regarding outdated content and improve the overall training experience.

Second, while it may not be feasible to reduce the number of platforms used due to operational requirements and regulations set by North Florida Surgeons, efforts should be made to streamline the onboarding process within these constraints. Simplifying navigation and ensuring seamless integration between platforms can help reduce complexity and potential confusion for new hires.

Third, implementing more frequent feedback collection during the training process will allow for continuous assessment and timely adjustments, ensuring that the training remains effective and relevant. This could include regular check-ins and follow-up survey to gather in-depth insights from participants.

Lastly, conducting follow-up evaluations to measure the long-term impact of the training on employee performance and retention will provide valuable insights into the sustained benefits of the program and areas that may require further enhancement. These steps will contribute to a more robust and effective orientation process at Florida Eye Specialists, ensuring new employees are well-prepared and integrated into their roles efficiently.

Appendix

Feedback Survey Questions

1. After today's training, how comfortable and confident do you feel with Florida Eye specialists' employee handbook and policies?
2. After today's training, how comfortable and confident do you feel with knowledge of Florida Eye specialists' locations, doctors, and managers?
3. After today's training, how comfortable and confident do you feel with knowledge of your position with Florida Eye specialists?



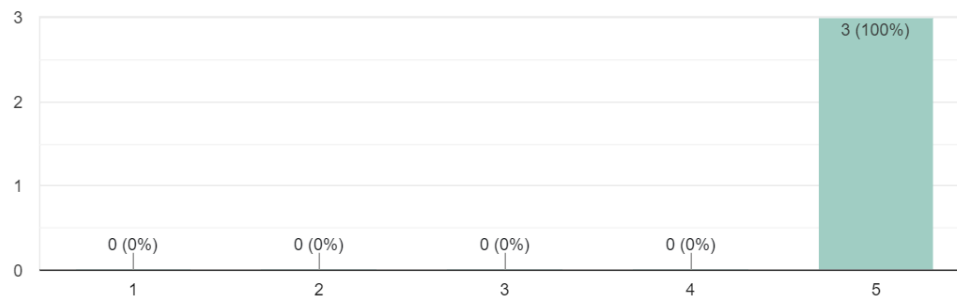
4. What was your favorite or the most valuable portion of the on-boarding/training that you received today?
5. What was an area in which you feel improvements could be made to the on-boarding/training you received today?
6. Do you have any other comments, questions, concerns, or feedback on the on-boarding/training that you received today?

Feedback Survey Results

After today's training, how comfortable and confident do you feel with Florida Eye specialists' employee handbook and policies?

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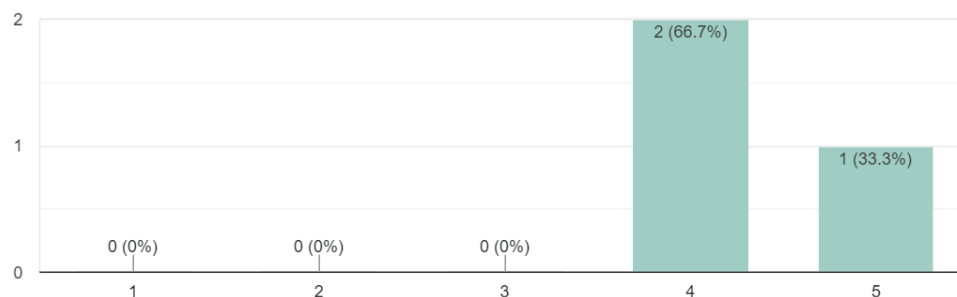
3 responses



After today's training, how comfortable and confident do you feel with knowledge of Florida Eye specialists' locations, doctors, and managers?

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3 responses

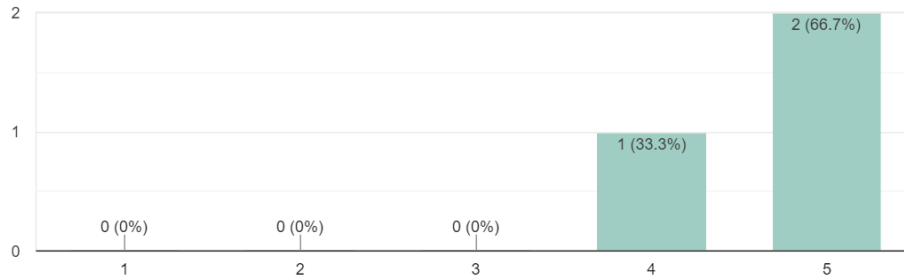




After today's training, how comfortable and confident do you feel with knowledge of your position with Florida Eye specialists?

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3 responses



What was your favorite or the most valuable portion of the on-boarding/training that you recieved today?

3 responses

Learning the EMR

Review of the locations, parking, as well as the different physicians that are apart of Florida Eye Specialists

Being able to navigate the various platforms and emails we will be using

What was an area in which you feel improvements could be made to the on-boarding/training you recieved today?

3 responses

None

I'm sure it is out of your hands, but updated videos. Workplace harassment video was a little chaotic.

I think it may be easier if there were not so many needed platforms

Do you have any other comments, questions, concerns, or feedback on the on-boarding/training that you recieved today?

3 responses

Everyone was great very happy best orientation by far!

No

Carrie was very helpful and informative!



Recommendations for New Training Videos

Workplace Harassment and Bullying Video Options:

<https://www.youtube.com/watch?v=YFzxG5IBSEQ>

<https://www.youtube.com/watch?v=zPsK8MaNqro>

<https://www.dol.gov/agencies/eta/apprenticeship/eeo/harassment/video>

Sexual Harassment Video Options:

<https://www.youtube.com/watch?v=SySPbshhfrU>

<https://www.youtube.com/watch?v=OdmmdH-X3o>

Biomedical Waste Training Video Options:

<https://www.youtube.com/watch?v=NcOEKZCA3sw>