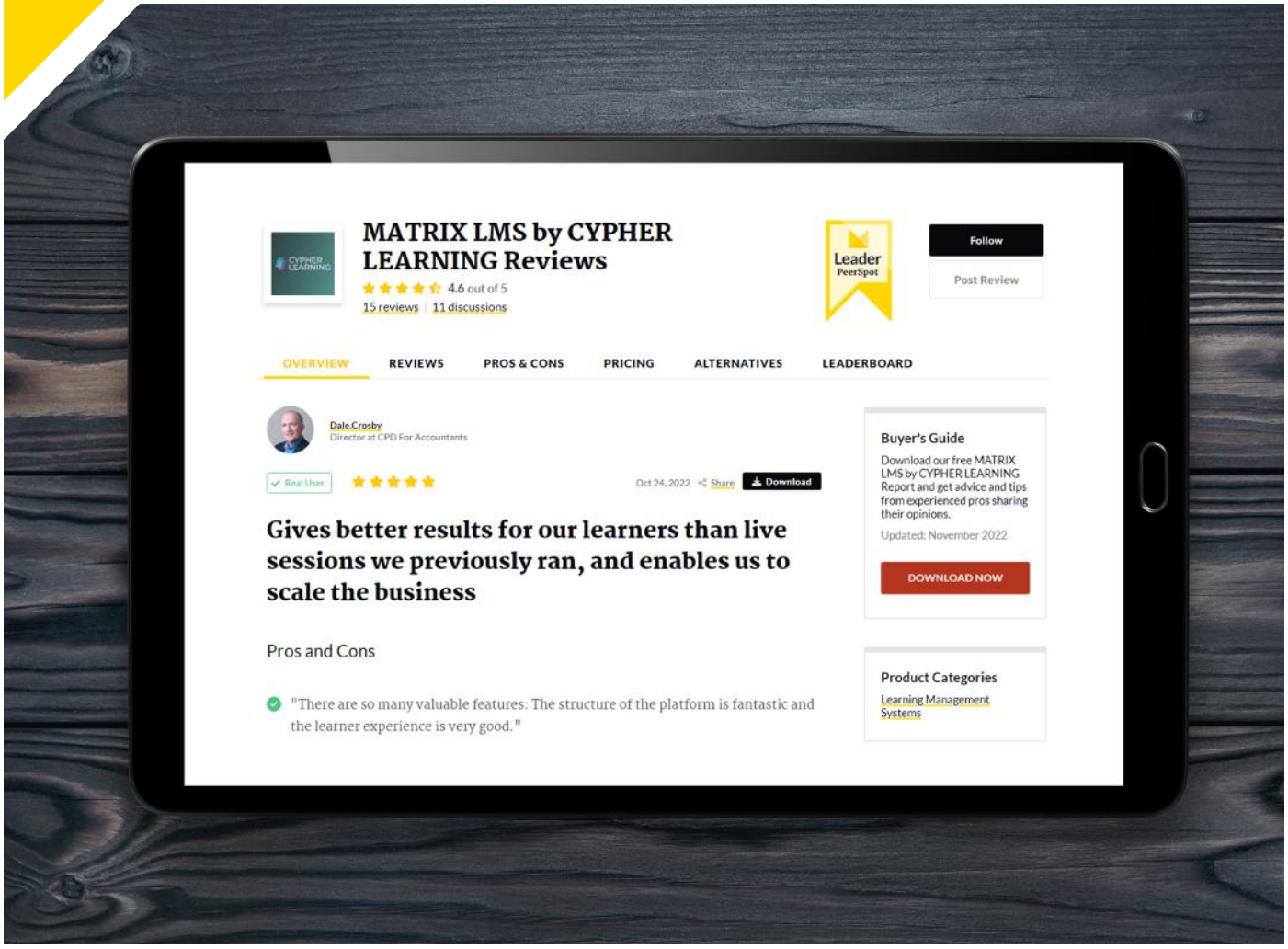
PeerPaper™ Report 2022

Based on Real User Reviews of MATRIX LMS by CYPHER LEARNING

Key Success Factors for an Employee Training LMS



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Introduction

Employee training tends to be an underappreciated driver of business success. Productivity, profitability, and competitiveness may not seem like they're related to training, but **well-trained employees** are at the heart of these critical business objectives. To get there, most companies now rely on a **specialized employee training Learning Management System (LMS)**. An effective LMS for corporate training is one that enables employee engagement and economical administration of learning programs.

In this paper, users of MATRIX LMS by CYPHER LEARNING discuss the **key success factors for an employee training LMS**. These include factors affecting the employee learning experience, such as **gamification or collaboration**, as well as business factors like **Return on Investment (ROI)**. A strong corporate training LMS should also help with employee training administrative workloads, spanning issues like reporting and compliance.

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Key Success Factors for an Employee Training LMS

Key success factors for an employee training LMS fall into three broad categories:

1. **Employee-facing elements**, which include ease of use, seamlessness, personalization, and automation

2. **Administrative factors**, spanning requirements like tracking learner progress, reporting and compliance

3. **Business-facing qualities**, inclusive of return on investment (ROI) and efficiencies for business

When an LMS can meet expectations in these three areas of functioning, it delivers the employee training needed to meet business objectives.

Employee Experience Factors

How employees experience training is connected to achieving desired training outcomes. If people are turned off or confused by the LMS, it will not work out well for anyone. In this context, **engagement and personalization** stand out as "must haves," along with **collaboration and gamification**.

Susan A.
Associate Director of Teaching & Learning at Edtech Insight

★★★★★

"We love the group feature allowing students to have peer-to-peer learning experiences. The group tool provides an opportunity for students to connect with their peers inside of their own digital space."

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Employee Engagement

Engaging Employees

Employees get engaged with an LMS when it fosters **flexible learning and skills development**. As a Senior Marketing Generalist at a manufacturing company with over 200 employees explained, "The [LMS] groups help them [employees] interact with each other, creating a kind of network and a place of engagement."

The CEO of Drone Operations, a drone training company, concurred, saying, "It's just fully managed online and manages the whole process from the start of the **student engagement** all the way through their training, communicating with them via the platform, and completion of their training. It's one of the few platforms that just works."

Building a valuable relationship between trainers and participants was the path to **employee engagement** for a Trainer & Coach at Learning Ecosystem, a European consultancy. This came to life through platform features like rubrics, feedback, notes, mastery, and skills. For an Associate Director of Teaching & Learning at Edtech Insight, engagement came from peer-to-peer learning interactions. She said, "We love the **group feature** allowing students to have peer-to-peer learning experiences. The group tool provides an opportunity for students to connect with their peers inside of their own digital space."

Ease of Use and Seamlessness

An LMS needs to be easy to use, or the employee learning experience suffers. MATRIX LMS users spoke to this need in their reviews, with Drone Operations' CEO remarking, "Another thing it does extremely well is that students have a seamless, easy process to follow." Ease of use for administrators is also essential. If admin is difficult, trainees' experiences will inevitably lag. An ELearning Developer at CLX, a logistics company, put it this way: "MATRIX LMS is a cloud-based solution. This means you don't have to do any updates. It is an easy system to understand with great UI/UX."

The manufacturing company's Senior Marketing Generalist explained, "The initial setup of MATRIX was very straightforward. The process of onboarding it was very easy." The President/Owner of Coaching 4 Todays Leaders, a training and coaching company, similarly found, "It's very easy to monitor and check student progress. I can go in and, with a couple of clicks, see any participant and where they are in the process."

Carien R.
ELearning Developer
at CLX

"The initial setup of MATRIX was very straightforward. The process of onboarding it was very easy."

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Ease of Use

Val H.
President/Owner at
Coaching 4 Todays Leaders

"The rules engine helps personalize content for users based on their goals and performance."

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Personalized Learning and Automation

Employees are more engaged when their learning programs are personalized. As a Vice President & Group Head at Potato Corner, a consumer goods company with over 200 employees, shared, "The rules engine has helped us personalize content based on users' goals and performance. For example, we are now working on further improving the training process for China, Middle East, and soon India markets."

"The rules engine helps personalize content for users based on their goals and performance," said the President/Owner of Coaching 4 Todays Leaders. He added, "That's very important because we want things to be very specific to our program and what we're offering."

Automation is another sought-after characteristic for an LMS. Potato Corner's Vice President found it useful that MATRIX LMS helped his team automate the entire company's learning and development practices. Previously, they did everything onsite with physical and classroom training.

"It also allows us to direct students automatically from one task to the next, including creating their own reflections and personal goals," said Edtech Insight's Associate Director of Teaching & Learning. This capability supports "student agency," as she called it. Students can complete tasks on their own, using the group tool to leave the course and engage in a digital space where they access materials that are personalized to their groups.

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Gamification

Gamification, powered by automation, makes learning fun and helps with engagement. For example, Edtech Insight's Associate Director of Teaching & Learning likes MATRIX LMS's gamification features because, "It allowed us to give our users scores and have a friendly competition to motivate their learning success."

Learning Ecosystem's Trainer & Coach likewise found MATRIX LMS's gamification to be "great"—"perfect for building competency systems." He then said, "We also use gamification to generate motivation for learning through play." For a Learn Program Manager at Graphisoft, a tech services company with more than 500 employees, "Gamification is a great tool for inspiring registered users to remain active and learn more.

Gabor K.
Manager, Learn Program
at Graphisoft

"Gamification is a great tool for inspiring registered users to remain active and learn more."

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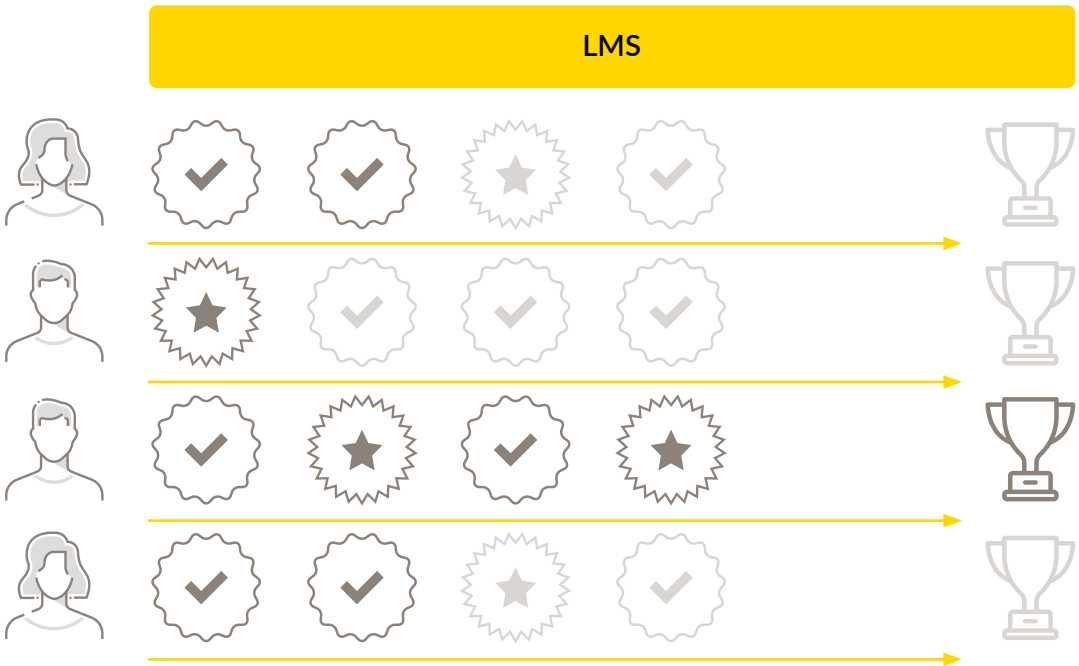

Figure 1 – Gamification can create a personalized process of awards leading to the attainment of a goal.

Gamification

"I love the gamification," said the Executive Director of STEM Initiatives at 21stCentEd, an educational organization. He elaborated, saying, "We can add points to student assessments. We can also add badges, so students can earn badges. This makes them more motivated to continue learning." He also pointed to functionality, automation, and rules to transform the way people learn. He said, "They are really using emerging technologies to be a learning management system that is intelligent and can adapt with the learner."

CPD For Accountants, a company that trains accounting professionals, uses gamification to keep track of when learners complete tasks. Their Director described how, when learners reach a certain stage, or there's a certain outcome, they either get a certificate or a badge. He then said, "And when learners haven't accessed their course for a period of time, they get an automatic email asking them how things are going. Those are some basic actions or reactions around particular things that learners might do."

The Director is able to see who has not accessed the portal, using MATRIX LMS. He can then follow up with them. The company wants learners to complete their courses, so they use the reporting tools of the platform to keep an eye on all of their learners.

Collaboration

It is optimal for an LMS to facilitate collaboration between people undergoing training. According to a Training Manager at Troo Life, an insurance company, “We wanted them to somehow have a way to collaborate, and compete.” He made this a reality with gamification. He then observed, “At the end of the year, we can assign points or badges to them, and then they can get as many badges as they can. At the end of the year, they can win something for the entire team.”

Administrative Factors

The people tasked with running the LMS are essential for its overall success. A good LMS will be one that offers powerful, easy-to-use administrative features. Onboarding, for example, is an administrative function where the LMS can make a difference in how easily a training program can be administered. To this point, the manufacturing company’s Senior Marketing Generalist said that MATRIX helps create a more seamless onboarding journey for the doctors they train.

Dani B.
Executive Director STEM Initiatives at 21stCentEd

"We can see who has accessed the portal, if they are using it, and the student's progress. We schedule check-ins, where we can say, 'Hey, we see you haven't been able to look at the courses yet or log in. Is there anything that is holding you back?"

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Being able to track learners' progress is another important area of focus, as 21stCentEd's Executive Director noted. He said, "We can see who has accessed the portal, if they are using it, and the student's progress. We schedule check-ins, where we can say, 'Hey, we see you haven't been able to look at the courses yet or log in. Is there anything that is holding you back?'" Figure 2 shows what this looks like.

"It enables us to monitor and check student progress," said Edtech Insight's Associate Director of Teaching & Learning. They use the gamification tool to show scores or points once students have completed a task. The LMS's badging system helps them track completion. The Drone Operations team logs in and sees the progress of their students. Their CEO said, "Each school is able to have its own portal (organization) where all the school activities are only visible to that school's own students, staff and parents."

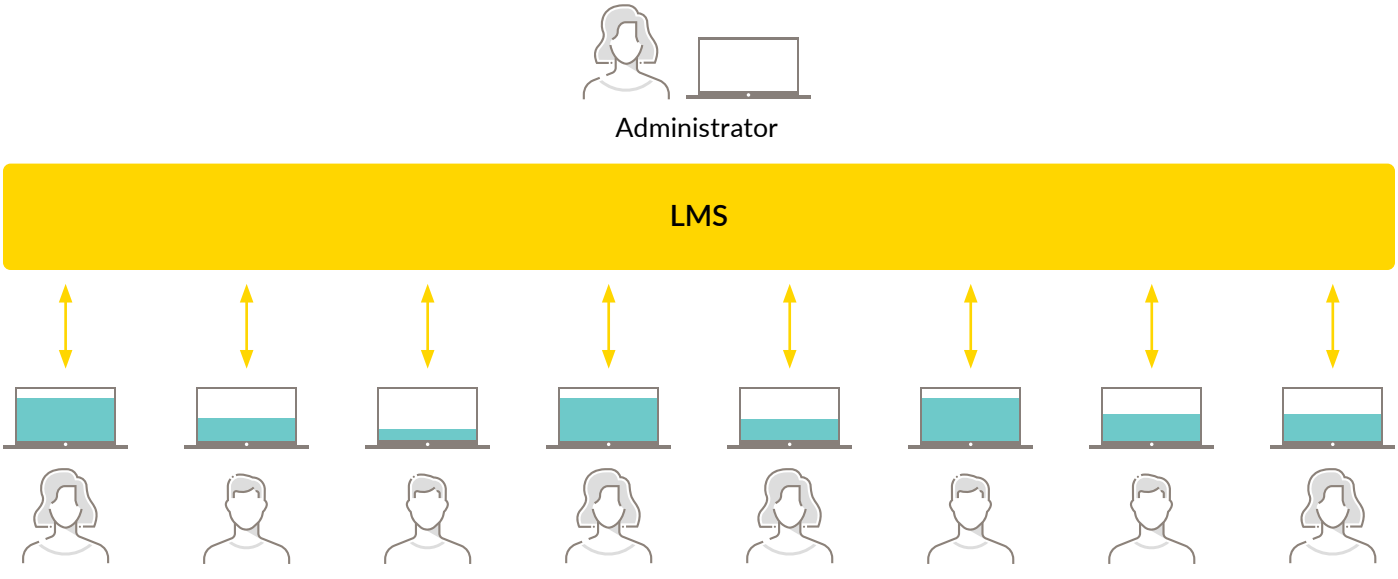

Figure 2 - An LMS should enable administrators to easily monitor student progress.

Reporting

Reporting is necessary for effective administration of an employee training program. Drone Operations' CEO addressed this need, saying, "You are also able to see who has not accessed the portal and follow up with those people. The reporting process is really good. You can click a button and it displays all the dates and you can see the last time that they logged in and you can see exactly what they accessed. The reporting on it is second to none."

The hospitality company's Learning & Development Consultant found that MATRIX LMS offered good reporting functionality and "good insights into trainee progress." He added, "That certainly helps our trainers to know where to target their efforts and who to follow up on. If we are looking at individual trainees, we get very good insights as to how they're tracking, what section they're up to, and how long they're taking on particular activities."

For Graphisoft's Learn Program Manager, "The in-depth reporting feature of MATRIX LMS enables us to better understand the training needs of our customers and monitor the performance of our training services."

Laurie R.
CEO at Drone Operations

"The reporting process is really good. You can click a button and it displays all the dates and you can see the last time that they logged in and you can see exactly what they accessed. The reporting on it is second to none."

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Simple Compliance Report

Compliance

Some employee training programs, such as financial ethics and anti-discrimination courses, are subject to compliance. An LMS should enable easy, simple compliance reporting. At Troo Life, for example, which operates in a heavily regulated environment, employees must complete up to ten compliance courses. Their Training Manager said, "We need to comply with certain regulations, and courses like anti-money laundering, data privacy, et cetera. It's very important that we follow up with those who haven't accessed the correct courses or the portal in general as it's a regulatory requirement."

"We use the platform to produce reports which assist us with compliance," said Drone Operations' CEO. They use performance criteria, knowledge evidence, and performance evidence to assist with compliance. For example, they use a MATRIX feature called Mapping. The CEO said, "In MATRIX, when you write an assessment or do an activity, you can map it back to those criteria and generate a report for compliance. That report shows that you are covering every point that you need to cover in the training to issue a national qualification. This is one thing that MATRIX does extremely well."

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Business-Facing Factors

An LMS has to make business sense, too. ROI matters. It can come from increased revenue, reductions in administrative costs, or time savings. A Learning & Development Consultant at a hospitality company with over 10,000 employees said, "There has been a clear return on investment for us. Even taking into consideration the additional implementation costs and the costs for building custom courses, we're still seeing that it's cheaper to run MATRIX compared to the paper-based learning that we used to do."

The CPD For Accountants' Director shared that MATRIX has generated revenue about 50 times the cost of the platform. He said, "For each course, it has helped to significantly reduce administrative work. Our administrative time has gone into other things that add more value. It has also absolutely saved us money on training facilities and travel, costs that used to be involved in training. It's all online now."

"We have absolutely seen ROI," said the President/Owner of Coaching 4 Todays Leaders. He described what his company pays for MATRIX as "a drop in the bucket." Being able to set up self-paced classes has generated additional income for his business. Drone Operations' CEO echoed this sentiment, saying, "The return on investment is going to be phenomenal. It does what you want it to do."

Savings were what drove ROI for a Digital Education Manager at a manufacturing company with more than 500 employees. He said, "We have already generated so many savings with this platform that it's paid out, and it's not a huge investment. I hardly believe it could be less expensive. The value for money is unbeatable."

Artem R.
Digital Education Manager at a manufacturing company with 501-1,000 employees

"The value for money is unbeatable."

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Scalable

Efficiencies for Businesses

Ideally, an LMS will create efficiencies for a business that uses it. PeerSpot members found this to be the case with MATRIX LMS. Troo Life's Training Manager revealed, "The solution allows us to enable monitoring and check students in a very efficient way. I don't experience any trouble generating reports. After I've downloaded the raw file, it takes me about an hour to fix it for the purpose of submitting it to the executive committee."

Scalability

The technology side of an LMS also affects its impact on the business. Scalability, for instance, came up as a driver of preference for MATRIX LMS. Potato Corner's Vice President shared, "There have been no problems with scalability even if Potato Corner has close to 700 Franchisees in the network. Before, we started to have LMS in 40 stores, then we went to 100 stores in a matter of weeks. To date, we are now at almost 500 stores using MATRIX LMS for training and onboarding purposes."

"It can grow with us," said 21stCentEd's Executive Director. "We have gone from 150 users a month to 1,000 users every month in the matter of six months, and we are getting even bigger. We will probably have 10,000 users every month by the end of the year. We currently have 6,500 instructors, administrators, and students using the solution. We are getting about 1,000 to 1,100 more students every month." The manufacturing company's Digital Education Manager simply stated, "It's probably the most scalable LMS I have ever seen."

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Conclusion

Employee training is a core ingredient of business success. The LMS, in turn, plays a central role in fulfilling employee training goals. As users of MATRIX LMS by CYPHER LEARNING discuss in their reviews on PeerSpot, the key success factors for an employee training LMS include features and functions that **support a positive employee experience and effective administration**. The LMS should also facilitate desired business outcomes, such as ROI and efficiency. As these factors come together in an LMS, the business can count on strong employee engagement and attainment of training program goals.

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