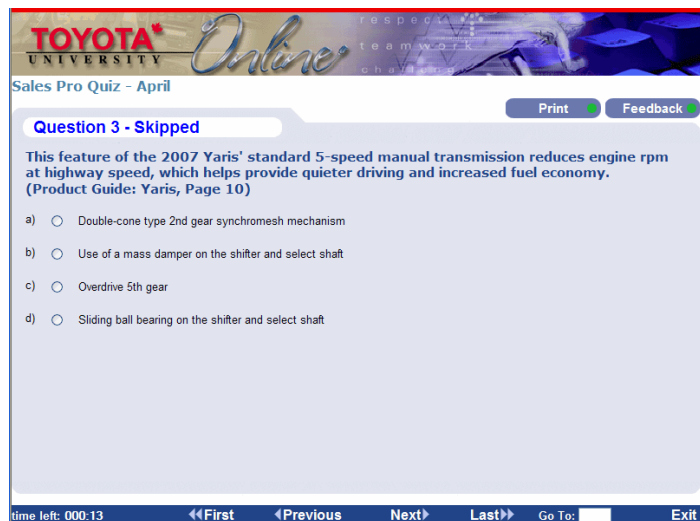


Online Assessment Tools for Toyota University: The Monthly *SalesPro Quiz*

Toyota Canada delivers product, sales, and technical training to a diverse audience of sales professionals, master technicians, parts and service people across the nation in English and French. As part of their training, these groups participate in monthly quizzes, annual certification exams, or seasonal skills contests.

Until 2001, these assessment tools were distributed in paper format only and scored manually. In the case of the SalesPro quiz—a monthly knowledge check for 1800 sales professionals across Canada—six unique paper versions were distributed among dealerships to minimize the possibility of cheating. Participants phoned in their answers and the marks were tabulated manually, as were reports on participation and scores. The burden on administration was considerable.

In 2001, Toyota Canada asked **Prospero** to create online versions of the SalesPro quiz program that sales professionals could access from their dealership or at home. The questions are drawn randomly from an ever-changing bank of questions on Toyota products, competitive comparisons, technology, terminology, and customer service. Every learner receives a unique quiz and no learner ever receives the same question twice in the course of the year. The learner's monthly question set can be printed out for "open-book" exams. Participants can quit and return later to review and submit their answers when they're ready. The answers are marked automatically once they have been submitted. Learners are able to see their scores, review their answers, and send feedback to Toyota University at any time.



At the time, Toyota University's Learning Management System (LMS) could not meet the unique configuration, administrative, and reporting requirements for the SalesPro. But it was important for learners to be able to enroll in and launch all available quizzes from within the LMS.

The solution was for **Prospero** to build a companion web-based tool for quiz administration and a direct communications interface to Toyota's LMS (and its successors). This tool has since evolved into **Quizworks**, the assessment module of Prospero's LMS called **Learningworks Suite™**.

When a quiz is launched from Toyota's current LMS, the LMS posts pertinent tracking data to the **Prospero** application, such as the learner's unique training ID, full name, dealership, email address, and language preference. When learners complete or exit a quiz program, our application returns the learner's completion status and score to the LMS, which then updates the learner's training record.

Toronto

8 King Street East, Suite 508
Toronto, Ontario, M5C 1B5
t: 416.360.0606
f: 416.360.6594

Montreal

1870 Sources Blvd, Suite 207
Montreal, Quebec, H9R 5N4
t: 514.736.1654
f: 514.428.0240

Internet

www.prosperolearning.com
info@prosperolearning.com
Toll Free: 866.876.0606

Meanwhile, our Admin tool provides specialized functionality for administrators as it runs in tandem with the LMS:

- **Generating new exams** with unique parameters such as the total number of questions, passing grade, time to complete, English and French instructions, and the distribution of questions across categories.
- **Maintaining the question bank** by uploading new question sets from Excel spreadsheets, designating mandatory questions, editing existing ones, and changing correct answers.
- **Reviewing learner performance** by reviewing their year-to-date results, their individual quiz scores, and even their responses to specific questions. Scores can be altered to accommodate exceptional circumstances.
- **Tracking and managing learner feedback** by responding to it, or by redirecting it to other administrators and third parties.
- **Creating surveys** with multiple-choice or true and false questions that run after learners submit answers to quizzes.
- **Generating statistical reports** on almost any aspect of the quizzes, the questions, and learner performance – and at the national, regional, and dealership levels. Reports can also be made accessible to selected groups and also downloaded in Excel format for distribution.



Prospero has developed a similar application for the Lexus division and its sales force of 500. In their version, the assessment tool operates independently of the LMS and learners register themselves. Since July 2001, we have also created and monitored multiple online certification exams and national skills contests for master technicians, and parts and service professionals.

Prospero's online assessment tools are readily accessible to users with internet connections; they require no plug-ins and are light on bandwidth. Our companion tool for administration is designed to be back-end and platform independent to suit your operating environment. Contact us for a demonstration of **Quizworks**, the assessment module in **Learningworks Suite™**.