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## CREATION/ADMINISTRATION

NOTE: Some of this information can also be found on the BoosterLearn [Quick Start Guide](#).

Login site: <https://boosterlearn.com>

### Q: What are some applications of BoosterLearn?

**A:** The BoosterLearn platform can be used to reinforce learning, encourage and document application of new knowledge and skills in the workplace, and solicit important input and feedback from engaged participants.

The booster program can be used for a variety of use cases, including:

- Standard external training events
- Internal training and professional development
- Conferences and convenings (e.g., round tables)
- Partner capacity-building and beneficiary training

When boosting events that don't have clear or common learning outcomes for all participants—such as conferences with multiple learning tracks—a booster program can be used to **solicit feedback on the event, encourage participants to apply at least one take-away from the conference in the workplace, and gather ideas and volunteers for subsequent events.**

### Q: Can the platform be translated into multiple languages? If yes, which languages are supported?

**A:** At this time, BoosterLearn is only available in English, though the questions can be input in any language.

### Q: What is the recommended delivery schedule of booster emails?

**A:** Depending on the breadth of content covered, or the amount of reinforcement you want to apply, there are a variety of times that might improve retention. The key is to have it spread out to interrupt the forgetting. However, the default schedule for sending boosters associated with BizLibrary content is on the 2nd day, 4th day, 7th day, and 14th day after the content is completed: **2, 4, 7, 14.**

### Q: Can a learner access the boosters on a mobile phone, including Windows-based or Blackberry devices?

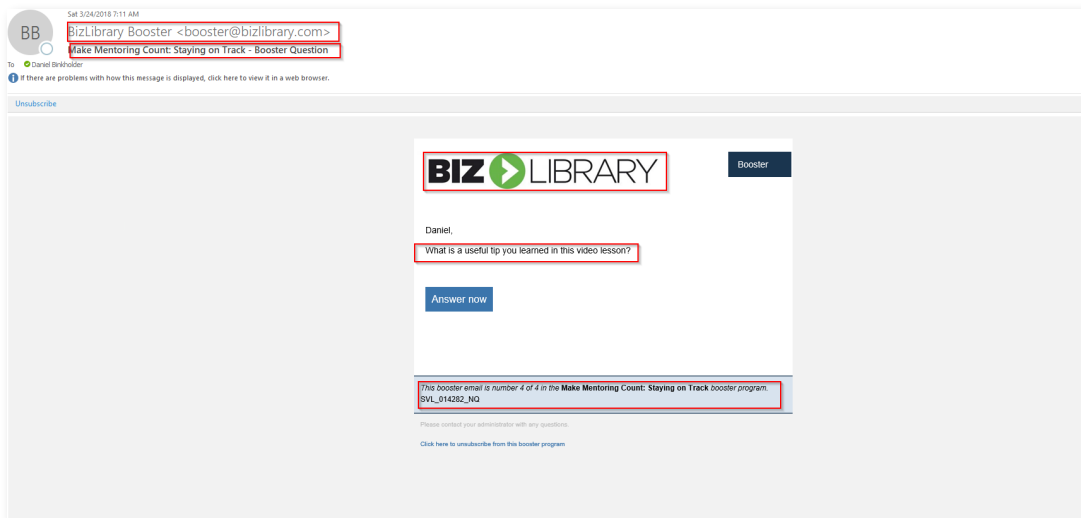
**A:** Boosters can be accessed by any device that allows access to email – either through an app (built-in or downloaded), or by accessing email through a mobile browser.

# BOOSTERLEARN ADMINISTRATOR FAQ

## Q: How much can I customize the booster emails?

A: These are the customizable fields, which can be modified on the administrator page at various locations:

- Subject line
- “From” email
- Where replies from the email go to (not pictured)
- Primary image/header – pictured as “BizLibrary” below
- Content of the question
- Footer at the bottom of the page

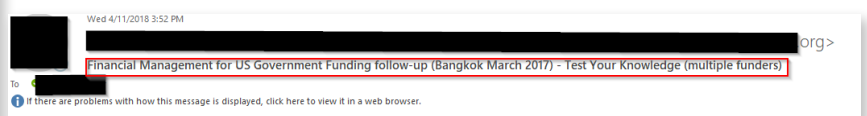


## Q: Where do I customize the header of the email?

A: Go to [settings](#) – this will include a location to import an image. The banner file can be a .png, .gif, .jpg, or .jpeg and must be less than 200 MB. The recommended size is 940x112 and the best ratio is 8:1.

## Q: What determines the subject line of the booster email?

A: The subject line of the booster email combines the title of the booster program and the title of the individual booster email. See example below:



# BOOSTERLEARN ADMINISTRATOR FAQ

## Q: How is participation defined for an announcement booster?

**A:** When the learner receives an announcement booster email, they are required to click to view the announcement in the email. This triggers the participation, not the opening of the email.

## Q: What is the purpose of the “Type of learning?” field when creating a booster program?

**A:** It is just for the administrator’s internal reference, to differentiate between other booster programs and training sessions that may have occurred.

## Q: How can I re-order booster questions after I’ve already built them?

**A:** Altering the desired schedule order days (day 1, day 3, day 4, etc.) will automatically adjust the order of the boosters in the booster program. Expand an individual booster question, change the “Starts on Day:” field to the desired order/day, scroll down to click Save Booster, and the order will reset automatically. If you want to see the change immediately, refresh the webpage on your browser.

## Q: If my first booster is set to go out on day 1, and I launch it today, will learners receive the first booster today?

**A:** If you have the launch day selected as today, then yes, they will receive it today.

## Q: How do I launch a booster?

**A:** After you have designed the booster to your needs and invited learners, you can start the schedule for that booster program under the “Invite Additional Learners” tab.

The screenshot displays the 'Invite Additional Learners' interface. At the top, there are tabs for 'Properties', 'Booster Program (2)', and 'Invite Additional Learners'. Below the tabs, there are three buttons: 'Invite Manually', 'Invite from Existing', and 'Invite from CSV'. A checkbox for 'Enable Self-Enrollment' is visible. The main section is titled 'Pending Invitation List' and includes a search bar, a 'Remove Selected' button, and a 'Show: 10' dropdown. A table lists the pending learners:

<input type="checkbox"/>	First Name	Last Name	Email	Date Added	
<input type="checkbox"/>	Daniel	Binkholder	dbinkholder@bizlibrary.com	04/02/18	<input type="checkbox"/>

Below the table, it says 'Showing 1 to 1 of 1' with navigation arrows. The 'Launch Summary' section shows: 'Program Name: New Random Program', 'Invited Learners: 1', 'Program Description: New Random Program', and 'Boosters: 2 boosters spanning 7 days'. At the bottom, a red box highlights the 'Launch Date' field and the 'Launch' button. A note below the field states: 'This date will be "Day 1" for your new learners.'

# BOOSTERLEARN ADMINISTRATOR FAQ

## Q: How do I select the time my boosters go out?

**A:** Under properties of the individual booster program, you can select the time it is sent out at the bottom, with the “Don’t Send Before:” field. See image below; the inner clock is morning, and the outer clock is afternoon.

The screenshot shows the 'Booster Program Properties' form. The 'Name of Program' field contains 'New Random Program'. The 'Description' field also contains 'New Random Program'. The 'Type of Learning' dropdown is set to 'Live'. There are checkboxes for 'Enable Leaderboard' and 'Enable Unsubscribe', both of which are checked. The 'Unsubscribe Message' field contains the text: 'Are you sure you want to unsubscribe from this booster program? You will not receive any more boosters from this program.' The 'Allow Weekend Delivery' checkbox is unchecked. The 'Timezone' dropdown is set to 'UTC/GMT -07:00 - America/Phoenix'. The 'Don't Send Before' field is highlighted with a red box and contains '08:00'. To its right is a clock interface with an outer ring showing hours from 1 to 24 and an inner ring showing minutes from 00 to 59. The time '08:00' is displayed at the top of the clock. A 'Save Changes' button is located at the bottom right of the form. The word 'Masquerade' is visible in the bottom left corner of the interface.

## Q: Should I use a burst?

**A:** Bursts are entirely optional. If you do not create a burst, then the program of boosters will automatically be sent to the learner according to the schedule you create. A burst can also consist of an invitation letter. When a learner accepts their invitation, their program will be scheduled as designed with the day of the acceptance being day 1. Administrators can customize this letter.

NOTE: Make sure the learner is aware of the benefits of participating in a booster program and that they need to accept the invitation to begin receiving their boosters. If participation with a booster program is mandatory, then having the burst be an invitation letter is not best practice.

## Q: When I launch a booster program, when is the first booster sent?

**A:** *(If you do not use an optional burst)* When creating a booster program, you can choose which day of the program you want each individual booster sent out. The earliest day you have will be when the first booster is sent out – whether day 1, day 2, etc. – after you launch the booster program.

The date you select the booster program to launch will dictate the beginning of the scheduled booster set. So, if you choose the launch time to be April 12th, 2018, the schedule clock will begin, and trigger the appropriate day booster at the selected time of the day.

*(If you use a burst)* All other elements are the same, but the schedule clock will not begin to run until after the learner engages with the initial burst booster. Regardless of when the booster program is launched, the booster schedule will not start until after they engage with the burst.

# BOOSTERLEARN ADMINISTRATOR FAQ

## **Q: Can I send out boosts with multiple brands per account (example: a holding company with multiple brands)?**

**A:** An account can only have a single branding logo & footer. If approval is given, clients could have multiple administrative accounts that would allow for a different logo.

## **Q: How do I activate the leaderboard?**

**A:** You can toggle the leaderboard for participants in a booster program under the Properties tab. If the box is checked, participants will be able to see their progress tracked against the other participants in the program. If it is unchecked, the leaderboard will not be visible to participants.

## **Q: Can all reports, including the engagement index report, be further customized?**

**A:** At this time, reports cannot be customized. We are happy to discuss the reporting we do offer and help you gather the insight you're trying to obtain from the data.

## **Q: What is the difference between a web link and a YouTube video booster?**

**A:** YouTube types can only be used for YouTube links and embed the video in the booster landing page. Web links take the learner to the linked page, so they can be used for any URL.

## **Q: What is the “enable unsubscribe” option? Should I enable it?**

**A:** Enabling unsubscribe allows your learners to choose to not receive additional emails. In a booster program's properties, you can toggle this functionality and provide a custom message a participant will see upon attempting to unsubscribe, before confirmation.

If participation with the booster program is required for a learner to fully “complete” a training (recommended), then you should not enable this option for learners. This option is more useful if your organization has opted for optional booster program participation.

## **Q: When sending a web link booster, will the participation be triggered by the opened email or the email click?**

**A:** Participation will be tracked after the link is clicked. Percent correct will be N/A.

# BOOSTERLEARN ADMINISTRATOR FAQ

## Q: Does BoosterLearn support any social collaboration?

**A:** Social collaboration can be defined a number of ways, but BoosterLearn does incorporate a leaderboard functionality that gives learners the ability to see the engagement index (participation and mastery) of other learners engaging with the booster program. Additionally, some clients have used the thought question booster as a way to share best practices with others, since a learner will be able to see other thought question responses (if the administrator activates it).

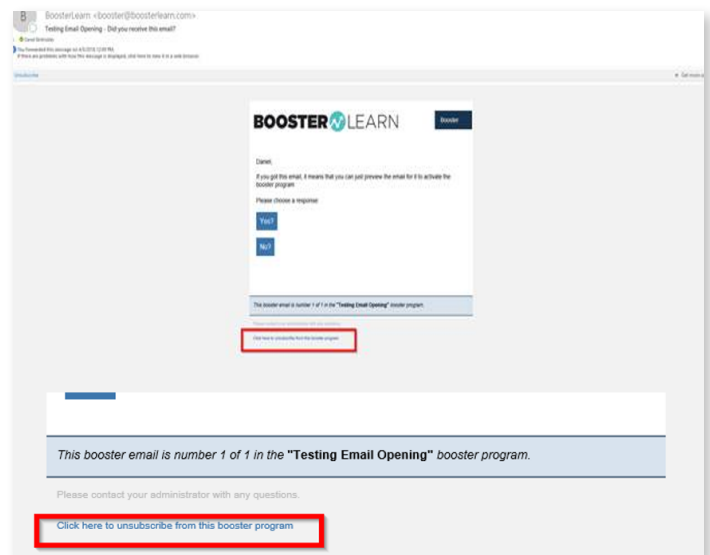
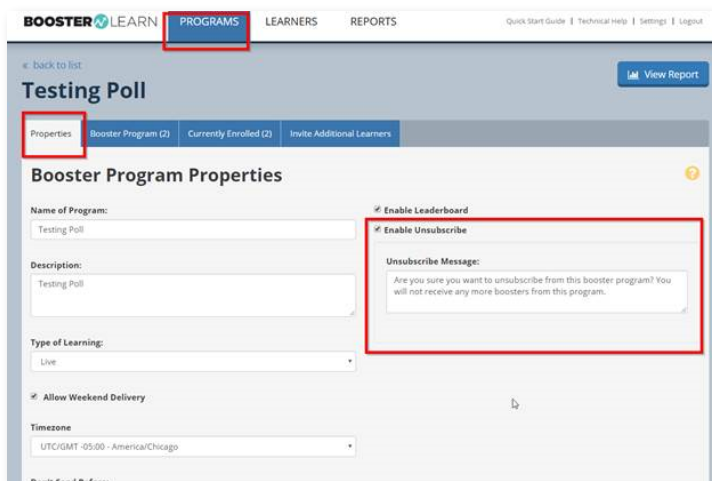
Depending on the settings your LMS has, you may be able to utilize BoosterLearn's API to feed into other reports.

## Q: How can multiple administrators use the platform?

**A:** At this time, clients have a single account, so different administrators would share login credentials. Under very specific circumstances, we allow clients to create multiple administrator accounts – but this makes the process of reporting results and license usage much more difficult.

## Q: What happens if someone starts a booster program and then wants to opt out? Is there a way to select that in the booster emails?

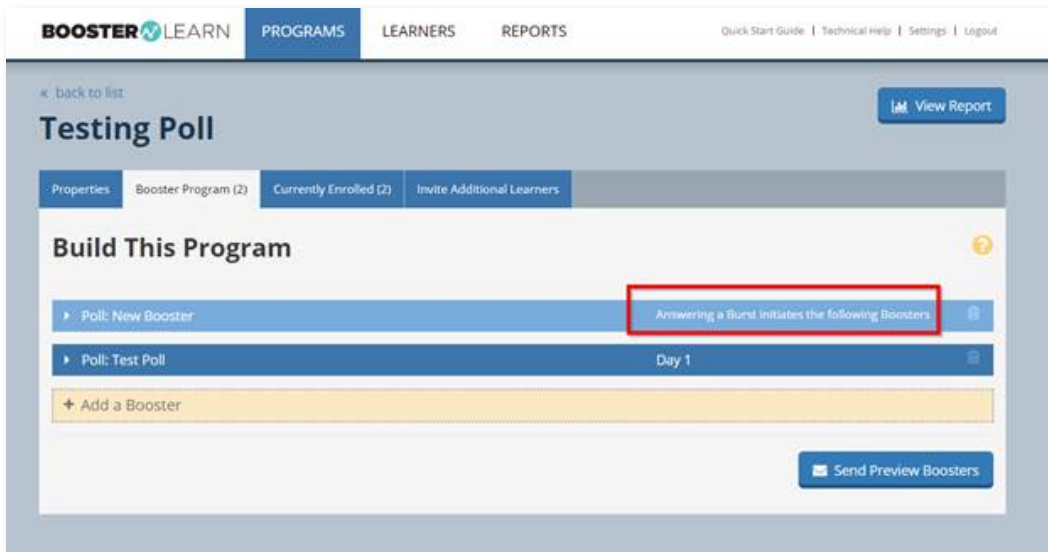
**A:** On the administrative side, you can enable the unsubscribe option and customize the message learners will see after clicking on it. The unsubscribe option will appear at the bottom of the email. If unsubscribe is not enabled, they will not be able to opt-out.



# BOOSTERLEARN ADMINISTRATOR FAQ

## Q: If a learner doesn't respond to a BoosterLearn question, will they still get the next question?

**A:** Yes, the learner will continue to receive the emails in the prescribed schedule (day 3, day 5, etc.), UNLESS it is the optional burst booster email. If a burst is used, then the schedule will not begin until that first burst is answered. Therefore, if they do not respond to the burst email, they will not receive the next one.



## LEARNER MANAGEMENT

### Q: How do I enroll a learner into a booster program?

**A:** You can add learners to your program by adding them manually, one-by-one, by choosing them from the list of learners in your organization, or by batch adding them using a CSV file. The easiest way to create a CSV file is by exporting it from Microsoft Excel (or other spreadsheet application) using the Export CSV function. Make sure to arrange the spreadsheet following the linked [template](#).

### Q: Can I create learner groups to easily add a specific team or learner group to a specific booster?

**A:** Using the simple downloadable template, you can easily just upload a specific group into a specific booster as many times as necessary!

### Q: Where do I edit learner information?

**A:** The Learners page (between Programs and Reports) will allow you to edit learner information by double-clicking on the specific field you wish to update. The Learners page also allows you to enroll learners into your organization.

# BOOSTERLEARN ADMINISTRATOR FAQ

## REPORTS

BoosterLearn provides extensive reports that let you monitor the success of your programs and learners. When you click on Reports, you will see the All Programs report. These dynamic graphs will allow you to gauge participation and performance across all your programs.

Click on the Individual Programs tab to review participation and performance in individual programs. If you scroll down the page, you will be able to open a detailed report. In List View, you can see a general overview of how people answered each of the boosters in this program. In Table View, you can see each of the program's boosters listed in chronological order. The Participation Timeline is a great way to see how each of your participants is interacting with the narrative of the Program.

Click on the Engagement Index tab to see a rank order of the performance of learners within your organization. You can sort this list by clicking on the titles of each of the columns including Participation (whether or not they interacted with each booster), Mastery of Knowledge (whether they answered a booster correctly or incorrectly), and Total Points.

### Q: What is participation percentage?

**A:** This represents a learner clicking on the link in the email and being taken to the BoosterLearn landing page. Most of the time, this equates to answering the question (multiple choice and polls), but it is possible to get 100 percent participation without actually submitting a thought question response or fill-in-the-blank answer from that landing page.

### Q: What does mastery mean in the engagement index & leaderboard?

**A:** Mastery represents points given for an initial correct answer to the booster. If answered incorrectly on the first answer, mastery points cannot be awarded.

The screenshot shows the 'My Reports' section of the BoosterLearn administrator interface. The navigation bar includes 'PROGRAMS', 'LEARNERS', and 'REPORTS'. The 'Engagement Index' tab is selected. The report title is 'Engagement Index for all programs' with a note that data is updated every 15 minutes. A dropdown menu for 'Program Name' is visible. Below is a table with the following data:

Place	First	Last	Participation	Mastery	Total
1	[Redacted]	[Redacted]	140	20	160
2	[Redacted]	[Redacted]	110	20	130
3	[Redacted]	[Redacted]	100	26	126
4	[Redacted]	[Redacted]	100	20	120
5	[Redacted]	[Redacted]	70	45	115
6	[Redacted]	[Redacted]	90	25	115
7	[Redacted]	[Redacted]	70	40	110
8	[Redacted]	[Redacted]	70	35	105
9	[Redacted]	[Redacted]	65	40	105
10	[Redacted]	[Redacted]	70	35	105



# BOOSTERLEARN ADMINISTRATOR FAQ

## Q: What is a program enrollment?

**A:** A Booster program is a single, thematic, scheduled series of boosters. Within each program, a client would make a number of different boosters, which could include multiple choice, poll, thought question, web link, announcement, etc.

## Q: What is the difference between participation vs. percent correct?

**A:** Participation means the learner clicked a link in the booster email and was taken to the landing page. Percent correct means they answered the question correctly the first time they attempted it.

## Q: What influences points on the leaderboard and engagement index?

### A: Participation & Mastery:

There are 5 possible points for participation and mastery (10 points for each one)

Participation points are given for any kind of engagement with the booster, right or wrong. Mastery is given for correct answers. 5 points for participation, and 5 points for a **correct answer** to a question, when appropriate. Points apply to multi-select\*, multiple choice, and fill in the blank questions.

\*Special case for multi-select: **if they get it right, they get 5 points, but ONLY if it's 100% correct.**

There are two possible point tallies for this, depending if the Allow Partially Correct Answers box is selected or not when creating the MS booster question (see image below).

The image shows a screenshot of the BoosterLearn administrator interface for configuring a question. On the left, there are three option fields: 'Option 1: Incorrect', 'Option 4: Correct', and 'Option 5: Correct'. On the right, there is a 'Feedback for No Correct Answers' section with a rich text editor containing the text 'Not right at all'. At the bottom, there is a checkbox labeled 'Allow Partially Correct Answers' which is checked and highlighted with a red box. To the right of this checkbox is a green 'Save Booster' button.

- A) If Allow Partially Correct Answers IS NOT checked (see images 1 and 2): The learner must select all of the correct answers to get ANY points – and only 5 points are applicable.
- B) If Allow Partially Correct Answers IS checked (see images 3 and 4): Learner will receive 1 point for each correct answer, even if an incorrect answer is selected. No points are deducted for incorrect answers.

# BOOSTERLEARN ADMINISTRATOR FAQ

Image 1 - Allow Partially Correct Answers NOT checked  
- Incorrect Answers

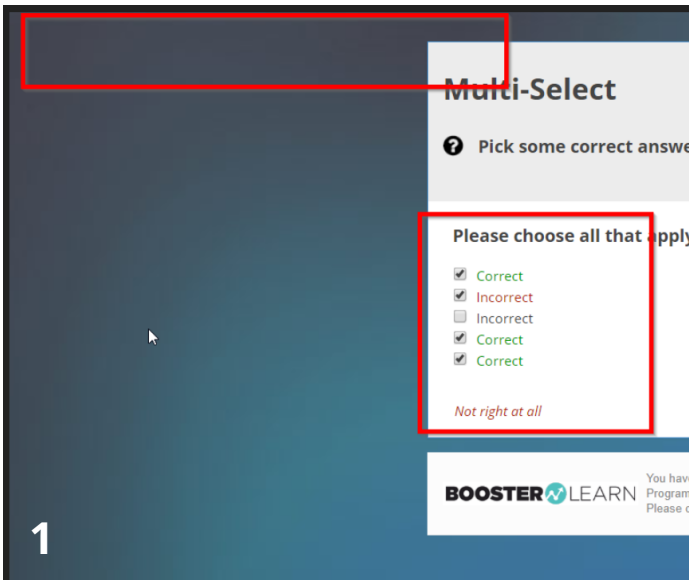


Image 2 - Allow Partially Correct Answers NOT checked  
- Correct Answers

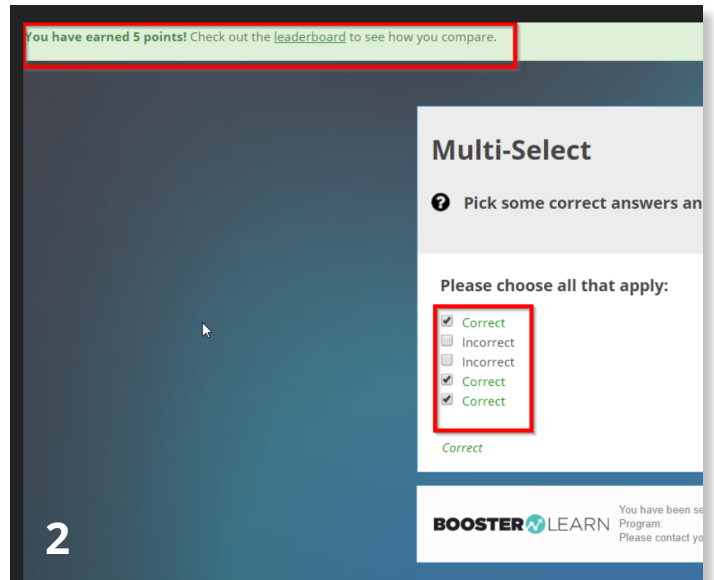


Image 3 - Allow Partially Correct Answers is checked  
- Fully Correct Answers

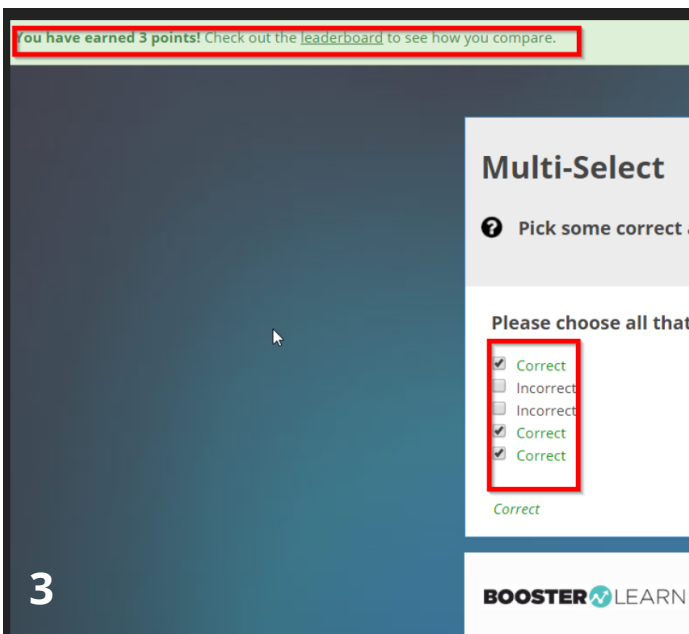
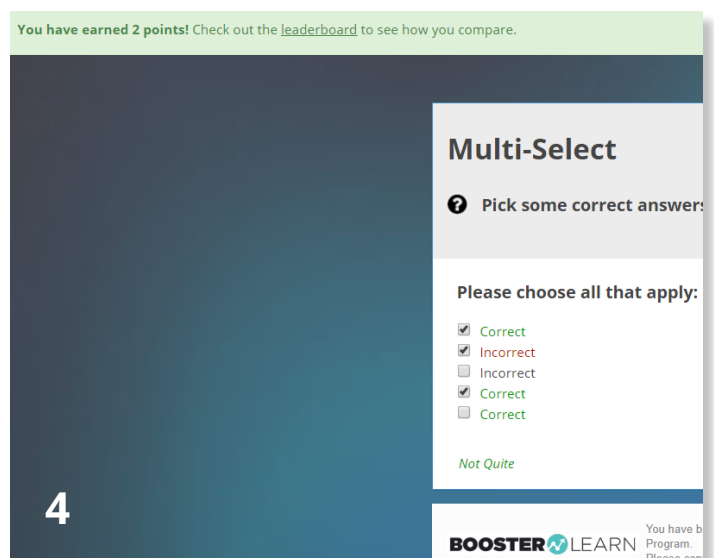


Image 4 - Allow Partially Correct Answers is checked  
- Partially Correct Answers



# BOOSTERLEARN ADMINISTRATOR FAQ

**Q: Does BoosterLearn have an API to integrate with my LMS to streamline reporting?**

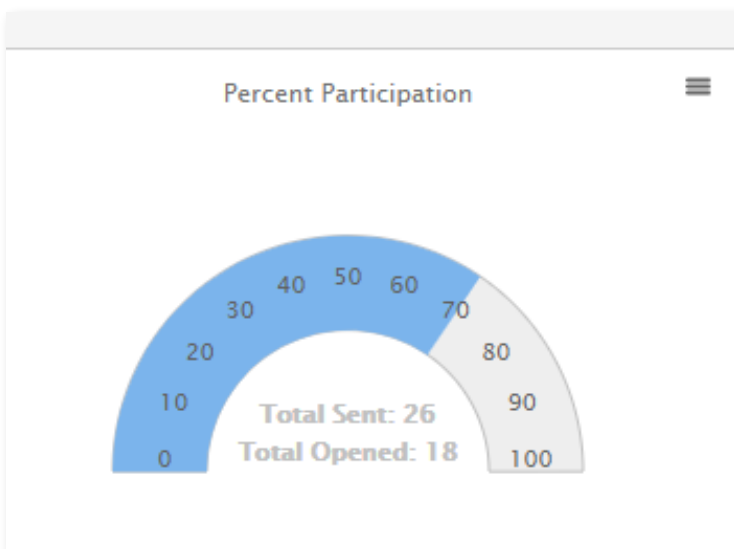
**A:** Absolutely! Go to [technical help](#) in the platform and provide the [API information](#) to your LMS administrator.

**Q: If a learner keeps an email and answers the same question repeatedly, what is tracked as correct – the first answer, the most recent one, or once it's marked as correct will it no longer record attempts?**

**A:** For the purposes of correct percentage and mastery points for the engagement index, only the first answer will be recorded.

**Q: For percent participation (see image below), does total sent mean the number of emails sent, or the number of program enrollments? Also, does total opened mean they opened the email, or that they clicked on an answer?**

**A:** Total sent means the number of emails sent, and total opened means total number of links clicked within the emails. This is identical to participation – the only difference with this report is that it gives the specific number, rather than the percentage.



**Q: Can I end a booster program so it no longer accepts new submissions?**

**A:** Not currently. Even if a program is marked as no longer active, learners could still participate in the emails. Best practice is to review the results of the program at a time you have pre-selected, and record results at that time.

**Q: What are TQ responses?**

**A:** This is the number of thought question responses.

# BOOSTERLEARN ADMINISTRATOR FAQ

## TERMS

**A note on usage:** The word *'boost'* is only to be used as a verb, and the noun and adjective forms are *'booster.'* *'Boost'* can refer to the employee as well as the employee's knowledge.

**Example 1:** *"I boost a student's knowledge with a booster program, which consists of a series of boosters. After this, the employees have been boosted."*

**Example 2:** *After sending out my boosters as part of the face-to-face training booster program, the knowledge of the session has been boosted.*

**Booster:** A.k.a. reinforcement booster – boosts are one or more individual electronic communications that include quizzes, surveys, polls, reflective questions, and games that arrive on mobile devices or a desktop after completion of a BizLibrary training course or program.

**Boosting:** This is the act of reinforcing the memory of a recent training with short interactions, or boosters, in the days and weeks following training. At BizLibrary, boosters take the form of scheduled email interactions including quiz-like questions such as, polls, multiple choice (including true/false), fill-in-the-blank, and short answer/thought questions. They are typically delivered after training takes place.

**Booster Program:** Within the BoosterLearn platform, administrators can create programs that they enroll learners in after training. A booster program is a series of boosters scheduled for release in the days and weeks after a training. You can create a booster program to support instructor-led courses, reading assignments, and computer-delivered lessons. The program refers to the individual booster program - not individual questions, or the BoosterLearn platform.

**BoosterLearn:** BoosterLearn is BizLibrary's product that enables trainers to design, schedule, send, and track boosters for their learners. Access to this tool is ideal for clients who want to reinforce live trainings, or custom or blended content. BoosterLearn stands separate from the LMS.

**Burst:** Bursts are useful for delivering core information before embarking on a reinforcement program. You can decide to start any program with a burst experience and the burst must be completed before the booster program is commenced. For example, you could send a YouTube burst to your learners. Each participant's booster experience would begin only after they view the video. Bursts can include a variety of experiences such as announcements, videos, and quizzes.

**Learning Reinforcement:** A.k.a. post-training reinforcement - Data shows that memory of a training experience degrades rapidly over time. This loss of information follows a consistent, measurable pattern that we call the forgetting curve. Learning reinforcement enhances the training experience and improves ROI on the overall training delivered. This is done by forcing a learner to recall the training in the days and weeks afterwards. We promote learning reinforcement by boosting content in the BLC and by offering BoosterLearn.

**Administrator:** These are individuals designated by BizLibrary with the authority to access the BoosterLearn platform and administer all booster programs and boosts to learners.

**Booster Enrollments:** These are the number of licenses issued to one or more learners that grant the right to access, use, and receive a booster program, including all Boosts in each Booster Program. Booster enrollment refers to the learner, rather than the program.

**Learners or Users:** These are the individuals enrolled in one or more booster programs who receive initial and potentially continued communications from one or more booster programs.

**Participation:** This is defined as the learner clicking on the answer link in the email and answering the question. Multiple choice, fill-in-the-blank, multi-select, poll, and thought questions all require them to submit an answer for participation to be counted. For YouTube video, web link, and announcement boosters, the learner simply has to open up the item in the email for participation to be counted.



## Additional Questions?

[ccsupport@bizlibrary.com](mailto:ccsupport@bizlibrary.com)

888-315-8707