

Supervisors/Managers Instructions

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Review the following information to get the most out of the Jackrabbit Training System:

1. Determine which lessons you'd like your learners to review, such as the Front Desk Staff lessons 1-5. Some lessons may not apply to your organization, as they depend on the specific features and settings you have chosen to use.
2. Give your learners the email address they should enter on their quizzes. When each quiz is submitted, quiz results will be automatically sent to this email address.
3. Provide the following resources to your learners:
 - o This [Lesson Checklist](#) to track progress. After opening the Lesson Checklist, go to the Google Sheets File menu and select Make a copy, Download, or print.
 - o The Jackrabbit Training System URL - <http://trainingstaff.jackrabbitclass.com/help>.
4. Assign practice exercises for your learners. The Front Desk Staff and the Supervisors and Manager roles each include exercises to practice key concepts from the lessons. Consider providing additional exercises/scenarios or specific data (fake names and addresses, classes, etc.) for practice.
5. Access quiz results for completed quizzes. The email address provided on the quiz will receive an email containing the quiz responses. To view the results and feedback, select the View Score button in the email.
6. Encourage any learners completing the Front Desk Staff or Supervisors and Manager roles to take the certification quiz after completing all lessons. If a passing score is achieved, a certificate will be sent to the email address specified on the certification quiz.

[View quiz information](#)

[View approximate time to complete each lesson](#)
