**Learner Survey : Template**

**Instructions**

In order to get learner feedback you need to ask for it. The easiest way is to add a survey at the end of the content while the learning is fresh in the learner’s mind and before they leave the platform to do something else.

This is an extra activity, and therefore takes more of the learner’s time. Make sure that every question you ask has some action behind the positive and negative answer to get the most out of the limited amount of time you have.

A survey could be created using google forms for example or you could use a feature on the Moodle platform such as a quiz.

Remember to add a statement such as the one below to explain how the data will be used, if you’re not sure how best to do this, ask your GDPR champion.

**Example statement:**

Thank you for taking the time to complete this short survey to tell us what you thought of the training materials. There are 5 questions, and it may take you around 3 minutes to complete it.

The questions will focus on your experience as a learner and your answers will be used to help inform future updates to improve the materials and overall learning experience.

If you change your mind at any time and would prefer to withdraw your answers please contact:

**Question 1: What is your job role? (or What department do you work in?)**

This data helps you frame statistics such as “80% of people in your role/your department who completed the course said X”

**Question 2: Which course did you complete?**

Only ask this question if you use the same survey for multiple courses. If you have one survey per course, remove this question as it will be obvious which course the learner completed.

**Question 3: On a scale of 1-5 where 1 is poor and 5 is excellent, how would you rate the course?**

This data allows you to evaluate which courses are working well and which aren’t. It can also be used for marketing such as “lone working is a 5/5 course.”

**Question 3b: Why?**

You need this question to help explore the negative responses. If learners are rating the course 1 or 2 you need to explore why this is happening. If the learner’s response is positive this extra detail might provide you with a quote.

**Question 4: Would you recommend this course to someone else in your role?**

It is important to qualify that you are asking for a recommendation to a person of a similar level and role to the learner to get usable data. For example, someone in the accounts team would likely recommend an advanced excel course someone else in the accounts team, but if you ask the general recommendation question they would probably think of whether people in other roles would find it useful and then likely say no.

**Question 5: How will what you learnt in the course help you in your role?**

Not only is this a great reflections question, but it can give you some excellent quotes which directly link the learning to what people are trying to do.

Check up on survey answers on a monthly basis to gather quotes and make sure no major issues are being reported.