LOD Asked, You responded!

• We surveyed 1000 learners, instructors and managers who accessed the Learning & Development Portal during the first quarter of 2021.
• You had two weeks to complete the survey and 22% responded.

Key Takeaways

• 91% prefer to participate in virtual sessions, and want the option to attend virtually and/or in-person.
• You want all professional development options, and a consolidated transcript, in one portal.
• Managers and Instructors want to learn how to use the reporting feature.

Our to-do list

☐ Contact all respondents who requested follow up.
☐ We will provide ongoing support and training by sharing Portal tips, user training, and a robust online FAQs.
Learners,

We hear you!

• 96% of you that completed the user training found it helpful.
• The majority of you completed 1-2 courses in the first quarter of 2021 and think logging in is easy.

Yay!

• You experienced challenges finding and opening links to access virtual sessions, and add sessions to your calendar.
• 50% of you did not complete the user training.

Boooo!

✓ We fixed broken links and coached Instructors on how to use and share links with Learners.
✓ We will provide ongoing support and training by sharing Portal tips, user training and robust online FAQs.
Instructors,

We hear you!

• 86% found it easy to view rosters.
• 85% had no issues launching virtual sessions.
• 86% completed the Instructor training.
• 96% said the Instructor training was helpful.

Yay!

• Some of you (24%) need coaching on how to view your sessions and evaluation feedback.
• Most of you have not attempted adding learners to your roster, canceling a session, or viewing evaluation feedback.

Boooo!

✓ We fixed broken links and coached Instructors on how to use and share links with Learners.
✓ We will provide ongoing support and training by sharing Portal tips, user training and robust online FAQs.
Managers,

We hear you!

- Many of you (40%) who attempted to review transcripts, assign training, and track activity in the Portal said it was easy.
- More than half (56%) of you completed the Manager training.
- The majority (86%) of you said the Manager training was helpful.

Yay!

- More than half of you either found it difficult, or have not attempted to: review transcripts, assign training, access reports, and track training activity.
- 44% of you did not complete the Manager training.

Boooo!

Manager Training is available on the Learner Home Page.

We will provide ongoing support and training by sharing Portal tips, user training and robust online FAQs.