

Questions for learner feedback

This resource supports the development of level 1, stage 1 deliver capabilities.

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Introduction

Asking good questions is one of the most important parts of getting useful feedback from learners. Your learners' responses to your questions can give you valuable insight into your training and the things you can do to make it even better.

There are several aspects of the learning program that will be useful to find out about. This document gives you some useful ideas for each of these aspects, which are:

- ▶ Engagement
- ▶ Relevant
- ▶ Satisfaction
- ▶ Knowledge and skills
- ▶ Attitude
- ▶ Confidence
- ▶ Commitment

Statements and questions

Rating scales

Ratings scales use statements. The learner chooses a number on a scale to show how much they agree or disagree.

- For example, 1 = strongly disagree and 10 = strongly agree

You can either ask learners to enter the relevant number or tick a box on a scale. This is called a likert scale.

	Strongly disagree	Disagree	Somewhat disagree	NA	Somewhat agree	Agree	Strongly agree
I love likert scales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I love surveys	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Open-ended questions

Ask questions require a detailed response rather than a one word answer such as yes, no, or maybe.

The feedback you get from an open-ended question will generally be more useful.

Examples

- ✓ Open – what was useful about the training?
- ✗ Closed – do you think the training was useful?

Engagement

Engagement is about how easy it is for the learner to understand the material you present and how well the training held their attention. Here are some examples of questions and statements you can use to measure how engaged learners felt.

Rating scale statements

- I took responsibility for being involved during the training.
- The training kept me engaged.
- The training environment helped me to learn.
- The trainer enhanced my learning.
- This training held my interest.

Open-ended questions

- Was there anything about your experience in the training that prevented you from learning? If so, what?
- What suggestions do you have for us to improve your participation?

Relevance

Relevance is about how important the training is to the learner's job. Here are some examples of questions and statements you can use to measure how relevant the learners found the training.

Rating scale statements

- I understand how to apply what I learned on the job.
- The training material will help me in the future.
- I will be able to use what I learned straight away.
- What I learned in this training will help me on the job.
- I understand why this training was important.
- During training, we discussed how to apply what we learned on the job.
- This training helped me to be clear about what my employer will expect of me on the job.
- This training provided all the information I needed to apply the skills I learned successfully.
- The timing of this training was good for me.

Open-ended questions

- What changes do you recommend making this training better?
- Which part of the training did you find the most relevant to your job?
- Which part of the training did you find least relevant to your job?
- What information should we add to this course to make it more relevant to your work?

Satisfaction

Satisfaction is about how happy the learner was with the training. Here are examples of questions and statements you can use to measure how satisfied learners were with the training.

Rating scale statements

- I received helpful information before the training.
- Attending this training was worth my time.
- I will recommend this training to my co-workers.
- I would be happy to help others with what I learned.
- I would like you to follow up with me to help me apply what I learned.
- The presentation style of the trainer helped me to learn.
- I would recommend this training to others with jobs like mine.

Open-ended questions

- How could we improve this training?
- Please share any other comments you have.

Knowledge and skills

You will mainly measure learners' knowledge and skills in your assessment or by observing them during training or on the job, but you could also use some open-ended questions in the evaluation to support your observations. Here are some examples.

Open-ended questions

- What are the main points you learned during this training?
- What were the most meaningful points you learned?
- Looking back on the training, what do you remember most?
- What do you wish the training had covered more?
- What do you wish the training had covered that was not covered?

Attitude

The learner's attitude reflects how they feel about the training. Here are some examples of questions and statements you can use to measure learners' attitudes towards their learning.

Rating scale statements

- This training content is essential for me to be successful in my job.
- I believe it will be worthwhile to apply what I learned on the job.
- It is clear why it was important for me to attend this training.

Open-ended questions

- Why do you think you had to do this training?
- Explain why you think it is important to apply what you learned on the job.
- What are your thoughts about applying what you learned?
- In your own words, explain why it was important for you to attend this training.

Confidence

Looking at the learner's confidence will help you understand how they feel about applying what they learned outside of the training. Here are some examples of questions and statements you can use to measure how confident the learner feels about applying what they have learned.

Rating scale statements

- I understand what resources are available to help me apply my new knowledge in my job.
- I feel confident about applying what I learned back on the job.

Open-ended questions

- Please comment on how confident you feel about applying what you have just learned on the job.

Commitment

Commitment is about how likely the learner is to use what they learned back at work. Here are some examples of questions and statements you can use to measure how committed the learner is about applying what they have learned.

Rating scale statements

- I am committed to applying what I learned to my work.

Open-ended questions

- How committed are you about applying what you learned back on the job?
- What barriers do you think you might have in applying what you learned on the job? What could we do to help you with this?
- What specific skills do you plan to apply when you get back to your job?
- What other support will you need to apply what you learned?