

Listening to Truth

INCORPORATING ONLINE LEARNERS' FEEDBACK INTO
COURSE DESIGNS TO INNOVATE ONLINE LEARNING
OUTCOMES



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Learners know
what they
want to learn



How do instructors respond?



How do we
know what
learner's
want?



Learner Management System Data

THE CHALLENGE WITH DROPOUTS

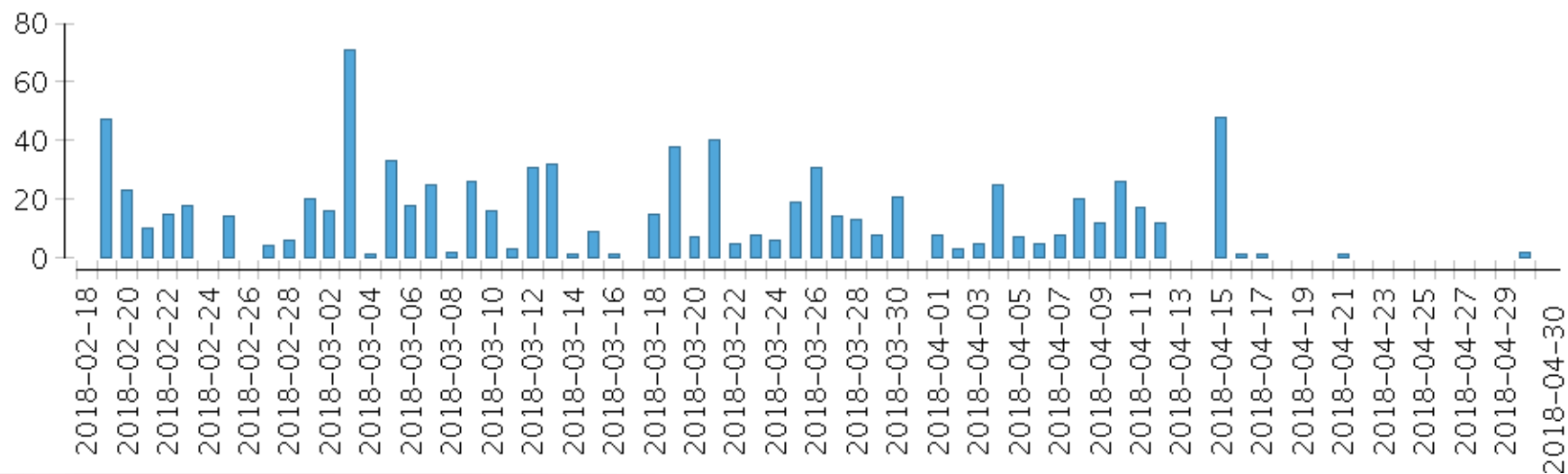


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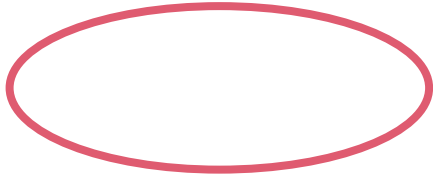
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Blackboard User Activity Data



Log in Information

LAST ACCESS 

October 18, 2018
October 30, 2018
October 30, 2018



Super
Helpful!



What Learner Management System data is best?

- ▶ Flexible solutions
 - ▶ Ability to send personalized emails
 - ▶ 100% response
- ▶ Continuing Challenges
 - ▶ Non-completion



Learner Feedback from Course Evaluations

A CHALLENGE IN RESPONSES



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Learners are asked to select relevant Units and Content

Unit Selections

Unit 1- Introduction
Unit 2- Planning and Evaluation
Unit 3- Managing for Performance and Results
Unit 4- Choosing and Designing Indicators
Unit 5- Data Collection
Unit 6- Operationalizing an M&E Plan
Unit 7- Using Data in Reporting
Unit 8- Advocating for Change

Content Selections

Recorded lectures
Reflection questions/ Panopto quizzes
Group discussion posts
Readings
Live Web Panel/ Recorded Panel
Assignments: Results Framework and Theory of Change
Assignments: Performance Indicator Reference Sheets
Assignments: KoBo Toolbox



What is good?

LEARNER FEEDBACK



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What content is good?

Content ranked most to least useful based on number of responses

- 1 Recorded lectures
- 2 Readings
- 3 Assignments: Results Framework and Theory of Change
- 4 Assignments: Performance Indicator Reference Sheets
- 5 Assignments: KoBo Toolbox
- 6 Panopto quizzes
- 7 Web Panel/ Recorded Panel
- 8 Group discussion posts



Learner Feedback from Course Evaluation

Highest number of responses for Units

- ▶ 7 respondents found Unit 4 to be professionally applicable.
- ▶ 6 respondents found Unit 3 to be professionally applicable.



Data from emails

- ▶ Content that individual users find most useful
- ▶ Application to current projects and requests for extra review
- ▶ Suggestions for other content and interests



What is not as good?

COURSE EVALUATION DATA



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Learner Feedback from Course Evaluation

- ▶ Units 5 and 8 were only found applicable by 1 respondent.
- ▶ Discussion posts were only found useful by 1 of 5 respondents



Data from emails

- ▶ Login in difficulty
- ▶ Challenges in getting supervisor approval to complete payment/registration
- ▶ Time available for completing assignments



What can we do?

REFINE, REDESIGN, REVIEW



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What can we do?

COMMUNICATE, COMMUNICATE, COMMUNICATE



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Balancing feedback with goals



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Monitoring &
Evaluation
Leadership in
Learning



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What does your learner feedback say?

NOW IS YOUR TIME TO DELVE INTO YOUR OWN DATA



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