**Survey Monkey**

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**The group**

Two community based College European Computer Driving Licence groups expressed an interest in completing an online survey to share their views on giving feedback when their tutor asked if they would like to take part in the project.

**Aim of the session**

The aim of the session was to gather learners’ views on consultation and their recommendations based on previous experience.

**Method**

Survey Monkey

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A Survey Monkey Questionnaire was created and the students were asked to complete it. The questions were:

1. When do you think is the best time to gather views about your learning programme?

Options: Near the start of the course /term (after 3 or 4 weeks); Right in the middle of the course /term; At the end of the course /term

1. Think about all of the adult learning you have done up to this point. What types of

evaluation or feedback have you been asked to complete (not including this online survey)? Options: online survey; paper questionnaire; face to face focus group meeting; other

1. What type of evaluation has been the most user friendly for you? Options: online survey;

paper questionnaire; face to face focus group meeting; other

1. For face-to-face feedback, who do you prefer to facilitate this? Options: the course tutor

/lecturer; someone not directly connected with my course Follow up question: Why?

1. When you have been consulted about your learning experiences in the past, did you ever get

any feedback? Options: Yes and I was glad because I was interested in the result of the consultation; No but I wish I had because I was interested in the result; Yes but I didn’t really mind either way; No and I didn’t mind.

1. How would you like to receive feedback following consultation /evaluation?
2. Do you think it’s important for learning providers to listen to learners’ views? Why?
3. What do you think of using an online survey like this as a way for learning providers to

gather feedback? What do you think the pros and cons have been?

1. If you could wave a magic wand tomorrow, what would your wish be for adult learning?
2. Is there anything else you would like to add about giving feedback on your learning

experiences?

**Resources**

You will need access to Survey monkey to create the questionnaire which means creating a Survey Monkey Account. You can create an account for free or choose to pay a subscription to allow you to analyse the data using the Survey Monkey analysis tools.

Your learners will need access to the Survey Monkey. You can email them a link to their email address and ask them to fill in the questionnaire directly or ask them to go to a website to fill it in there.

**Timings**

The group, in this instance, were given a week to complete the survey. This was extended to two weeks due to a low take up rate.

**The Results**

Although there were potentially 16+ participants, unfortunately, only one learner completed the survey, despite extending it by a second week and asking the tutor to remind learners about it.

**What impact might this activity have on the organisation involved?**

If the survey has such a low response rate then it will have very little impact on the organisation. However, if one learner has taken the time to complete a survey then it is still important for the organisation to take notice of any issues raised.

**What impact might this have on local or national planning for adult learning?**

If the survey has such a low response rate then it will have very little impact on local or national planning for adult learning.

**How are expectations generated through engagement managed after meeting the group?**

The respondent to this online survey indicated that he/she prefers to receive feedback online.

**Reflection on /evaluation of method**

This method is used quite extensively already and is a convenient way to capture information. It is interesting then, that despite agreeing to take part and showing an interest in the method, most learners did not complete the survey. Perhaps convenience for the learning provider does not always mean it is the best method of consultation for community based adult learners. The face to face method tested with a similar group using the ‘Learning Journey Road Map’ by contrast, generated a lot of discussion and sharing of experiences and views.

For another group of college who studied in the Granton Campus, the experience was different yet again. A face to face meeting was arranged but only attended by three students, despite the offer of £10 Amazon vouchers for all participants! The feedback was that they are just too busy to find the time to attend yet another focus group and that people in the college get ‘focus grouped out’ (there had already been 8 focus groups held since the term started back in January). The online method tested with the college based students, a closed Facebook group, was much more successful as it offered a chance to dip in and out when convenient, add a comment from a mobile phone wherever they were and did not rely on finding a time and location that everyone could come along to. The qualitative data gathered from this method was impressive given the relatively small size of the group (11 participants) and responses ranged from light hearted but natural to longer, more considered responses.

For both the community based and college based groups, confidentiality came up as an important factor for both of the online methods. People seemed to feel more confident that they could say what they really felt in a virtual consultation.

**What the learners said about their learning:**

1. When do you think is the best time to gather views about your learning programme? Answer: At the end of the course /term
2. Think about all of the adult learning you have done up to this point. What types of evaluation or feedback have you been asked to complete (not including this online survey)? Answer: online survey; paper questionnaire
3. What type of evaluation has been the most user friendly for you?

Answer: online survey

1. For face-to-face feedback, who do you prefer to facilitate this?

Answer: someone not directly connected with my course because tutors have been known to read confidential feedback from students about them. Especially as we have had to relay negative feedback.

1. When you have been consulted about your learning experiences in the past, did you ever get any feedback?

Answer: No but I wish I had because I was interested in the result

1. How would you like to receive feedback following consultation /evaluation?

Answer: Online

1. Do you think it’s important for learning providers to listen to learners views?

Answer: Yes because it should help the provider understand the needs for the learners.

1. What do you think of using an online survey like this as a way for learning providers to gather feedback? What do you think the pros and cons have been?

Answer: I prefer this method as it is more confidential.

1. If you could wave a magic wand tomorrow, what would your wish be for adult learning? Answer: More outreach courses, non computing. Adult learning is also about getting people out socially to develop social skills.’
2. Is there anything else you would like to add about giving feedback on your learning experiences?

Answer: I am more than happy to give feedback. Especially to the provider of our current computer course