

### **Collating Members Feedback to Training Sessions**

Before a training session takes place, the pre-session comments form is sent to those Members who have confirmed their attendance. Once the session is complete, Members complete the Initial Evaluation Survey (also called the 'Post Session Survey') with their feedback on the session. These responses are collated and reported back to the Member Development Steering Group.

We have tried various methods of collating Members feedback to training sessions with the aim of gaining the highest level of responses and will continue to test new methods to see which yield the best results. The pros and cons of each method are noted below:

<b>Microsoft Forms</b>	
<b>Pros</b>	<b>Cons</b>
Microsoft Forms has proven an effective way of gathering Members pre-session comments as the link can be sent via email as each Member confirms their attendance prior to a training session taking place.	We received low numbers of responses to the Initial Evaluation Surveys on Microsoft Forms when they were sent out via email. This may be because attendees simply do not see the forms link that is sent after the session, or mistake it for the pre-session form. The low level of responses was discussed at the Member Development Steering Group meeting on Wednesday 26 <sup>th</sup> July and Mentimeter was suggested as an alternative option.
<b>Mentimeter</b>	
Mentimeter is a free, web-based platform that allows users to create presentations, polls, and quizzes with real-time feedback. Mentimeter allows audiences to visualise their responses in real-time, making them feel involved as they contribute to the results as they appear.  We created an Initial Evaluation Survey on Mentimeter to test whether it would be a viable option for collating feedback.	
<b>Pros</b>	<b>Cons</b>
An advantage of Mentimeter's real-time feedback would be that it can be set up at the end of a session so that all attendees	<ul style="list-style-type: none"><li>• Mentimeter is designed to be an anonymous polling tool. No voting IDs are set, and respondents are not required to log in. Although this is</li></ul>

<p>can respond to it at the same time, with the session still fresh in their minds.</p> <p>A barcode/link can be emailed to respondents at the end of the session and proved easy to access when it was tested.</p>	<p>designed to encourage more honest responses, it is not compatible with our aims as we need to collate a list of attendees/ respondents for follow-up (e.g., contacting Members for a 'Short Review' or sending out the Implementation Feedback Forms 3-6 months after a session).</p> <ul style="list-style-type: none"> <li>• Mentimeter would require all attendees to stay behind at the end of the session and provide their responses. Due to other commitments, some Members may not be able to stay behind and partake. The time taken to provide responses would also vary between Members and it would be unfair to make Members wait for one another.</li> <li>• Our aim is for Members to provide their personal feedback. Being able to visualise one another's feedback (albeit anonymous) could affect the honesty and individuality of responses.</li> </ul>
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### **Paper Copies**

<b>Pros</b>	<b>Cons</b>
<p>Paper Copies of the Initial Evaluation Survey can be easily distributed to Members at the end of a training session. Members can record their feedback at their own pace while the session is still fresh in their minds. Should Members be in a hurry to leave, they can take the form with them and email their response to the email address provided on the sheet.</p>	<p>Paper copies of the pre-session comments forms are not a viable option as they require Members to be in the offices.</p>

### **Decision**

Having considered the above, we believe that the best course of action will be to continue using Microsoft Forms for our pre session comments and to distribute paper copies of the Initial Evaluation Surveys for sessions taking place in the BDC offices. For external sessions taking place online (e.g. via Zoom or Teams) a copy of the Initial Evaluation Survey on Microsoft Forms will be emailed to Members once the session has finished.

We will continue to test alternatives and would welcome any further comments or suggestions.