

Background

Evaluating online learning

Dear Course Participant

Congratulations on completion of your @worklearn web-based course. We are pleased to attach your course completion certificate.

@worklearn was ranked as one of the top three industry providers of online learning by IT Manager's Monthly. One of the key reasons for this is our ongoing commitment to quality and continuous improvement. As part of this process, we would appreciate it if you would complete this feedback and evaluation of the course you have completed. Please note that your responses are **held in the strictest confidence** and only used in the improvement of our overall services.

Please indicate your response to each statement by clicking on the number that matches your opinion:

- 5 = Strongly Agree
- 4 = Agree
- 3 = Neither Agree or Disagree
- 2 = Disagree
- 1 = Strongly Disagree

	1	2	3	4	5	N/A
All course information was presented well.				•		
The navigation of the course was easy-to-use.		•				
The course was applicable and appropriate to my job.					•	
All key points of each lesson were clearly stated and reviewed.				•		
The language was clear and included useful examples.			•			
Lessons were challenging and presented an appropriate level of difficulty.				•		
I found the assignments useful and relevant to the lesson content.		•				
My online tutor gave useful and timely support .		•				
I always received tutor replies and comments on assignments within 24 hours.		•				
I experienced no difficulties accessing all course materials.			•			
This training will help me to do my job effectively.				•		
I would recommend courses from @worklearn to others.				•		

Comments:

This was the first time I had taken a web based course and, although I was **somewhat sceptical** when the idea was proposed by my boss it turned out to be **plain sailing**. I liked the fact that I could go at my own pace as well as return to content covered in earlier lessons. One thing I particularly liked was the review tasks and checklists.

The links and course organization worked well and I found that the whole process fitted into my working day pretty well. However, on the issue of links, at times **it tried my patience**. You had to make three clicks to navigate to certain areas of the course. So I suggest you review this as I think this could be improved. Some of the videos were also slow to download and one link didn't work. However, I reported this to technical support and received a reply within the day – the problem was dealt with efficiently.

My only main criticism would be of the tutor support. I understand that this is not a required part of completing the lessons but **to be frank** the feedback on the assignments was **particularly lightweight**. I expected greater **in-depth** comment with the opportunity for some kind of dialogue with the tutor following completion of each task. On a number of occasions feedback seemed to take more like 48 hours. Since I **was pressed for time**, this aspect was not **up to scratch**.

But overall, the course lived up to expectations.

Now click here to submit your responses and comments to @worklearn. We thank you for your time.

Exercises

1 Discuss as a class.

- 1 Have you ever studied a course online?
- 2 What do you think the pros and cons are of an online course as opposed to a face-to-face course?

2 Read the text quickly and answer the following.

- 1 Who is the email from?
- 2 Who is it to?
- 3 What is the purpose of the email?
- 4 What is the person's overall response? Is the feedback positive?

3 Read the text again and decide if these statements are true (T) or false (F).

- 1 The information in the feedback will be made public and shared with others.
- 2 The person thought it was easy to find everything on the course.
- 3 The person thought that the course would help him with his job.
- 4 The person had done a course online before.
- 5 There were no problems with the website.
- 6 The person's main criticism is of the tutor.

4 Replace the words in *italics* in 1–10 with the words and expressions in **bold** in the text.

- 1 You can say what you like at this meeting. Anything you say will be *kept private*.

- 2 The service we receive from our supplier isn't *as good as it should be*. We ought to say something. _____
- 3 They thought using the new software would be *easy* but actually there are lots of problems with it. _____
- 4 I wasted the whole morning dealing with one complaint on the phone. *I became so annoyed*. _____
- 5 Your report was very *thorough and detailed*. Excellent work! _____
- 6 I'm *a little doubtful* about your plan. Do you really think it will work?

- 7 He *didn't have much spare time* so we didn't finish our meeting. _____
- 8 I thought the subject-matter in this book was *not very in-depth*. _____
- 9 The great thing about Geoff is that he'll always give you *help exactly when you need it*. _____
- 10 *If I'm honest* with you, they should have asked her to retire years ago.

5 Work with a partner. Look back at the text and make a list of all the areas in which the course could be improved. Then plan a series of proposals for the company to improve their online courses. Next, join another pair and compare your proposals. Can you agree on a final plan of action?

6 Look back at the text and choose three words that you could use in your day-to-day work.

7 Work with a partner. Discuss these questions.

- 1 Do you think you could train someone to do all or parts of your job using online training?
- 2 What would you include on such a course? What would it require? For example, readings? video? a real tutor?

Now discuss your ideas in 1 and 2 with the class. Based on your discussions, does the class think the 'online classroom' will completely replace 'live classrooms' in the future?