

Extracted Copy of Feedback Committee Notes as at 15/08/24 17:17

Agenda

- Meeting opening (RJ)
- Terms of Reference review (CW)
- Learning Content Feedback (LMS Surveys and LMS Course Comments Rating Block) (AF)
 - Process walkthrough for Course Rating Block
 - Walkthrough of some illustrative example
- Classroom & Onsite feedback (CM)
- LMS Feedback from LMS Survey (ST)
- Post Go Live Survey Responses (ST)

Decisions/Notes

- DECISION - AF to act as filter for Debbie Johnson for time being. AF to monitor and if appropriate recommend Debbie as a stakeholder going forward
- DECISION - RACI in TOR to be kept just for the Training Team for now rather than expanding to other stakeholders
- NOTE - Work in progress with AF/CW on getting feedback on supplementary training (e.g. Workaids/DLP etc)
- NOTE - Classroom Trainer and OST feedback continues to be very positive with 90%+ response rates
- NOTE - Anecdotal feedback from CM about flagging issues with struggling branches to the BSM being referred back for Interventions
- NOTE - There are processes for driving response rates for both CT and OSTs. RTL are covering in 1-2-1 with CTs. OST TLs are monitoring and sending out

Actions

Task	Assigned to	Due date	Bucket
Check with Iain Robertson if he needs to be added as a	Claire	Fri,	Complete

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stakeholder (section 1.2 of TOR)	Webster	Jul 26	
Update section 5.1 to make clear that these are surveys owned by the Training Team	Claire Webster	Fri, Jul 26	Complete
Tidy up, and baseline TOR and circulate	Claire Webster	Fri, Jul 26	Complete
Determine best place to store materials for the Training Feedback Forum and once set up publish out to attendees	Shaun Turner	Fri, Jul 26	Complete
To consider in monthly feedback for Course Rating Block, the total number of comments and then break down by RAG status	Antony Forster	Fri, Aug 2	raised with ST 15/7/24
Add to Training Improvement Log the new pre-UAT step between Learning Technologies and the Learning Design Team	Shaun Turner	Fri, Jul 26	Complete
For future meetings pull out example comments (poor and good) with examples of actions we have taken on Red/Amber comments	Antony Forster	Fri, Aug 2	To do
Add the spreadsheet tracker of Postmaster Feedback to the Feedback Committee folder (see action 4 above)	Shaun Turner	Fri, Jul 19	To do
OST feedback comments to trigger further support via an intervention - check this is on the Training Improvement Log	Shaun Turner	Fri, Jul 26	To do
Cascade process to OST TL to ensure that they are checking the feedback for branches flagging further training & put in place checkstep process for RTLs to ensure it is happening	Christine Moore	Fri, Jul 26	Complete
Consider adding RAG status for free text comments which can then be tracked going forward	Christine Moore	Fri, Jul 26	raised with ST 15/7/24
Investigate the duplicate entries in OST data (CM confirmed not required)	Shaun Turner	Fri, Jul 19	Withdrawn
Investigate options for feedback options on DLP/Workaid etc on LMS	Shaun Turner	Fri, Jul 26	To do
forward Post Go- Live feedback to BSM team for follow up/action	Christine Moore	Fri, Jun 28	Complete
Add columns on OST and CT feedback to enable RAG status and Actions column	Shaun Turner	Fri, Jul 26	To do

Note: Word extraction of MS Loop document record of the meeting ([LINK](#)).SharePoint Document Library for Feedback Committee has been set up to house all the documents related to the Feedback Committee ([LINK](#))

Access can be granted on request to both these links