Digital Learning Solutions E-bulletin

2019 Annual Survey Report Published

We are excited to announce that we've published the 2019 annual survey report. Thank you to all customers who participated in this survey and to all centres that continue to provide us with feedback and suggestions throughout the year.

With customer satisfaction high on our agenda, we conduct annual surveys to help us drive Digital Learning Solutions forward and ensure we're delivering the very best, high-quality products and services, influenced by you our customers. We are extremely pleased to see that this year we have achieved even higher levels of satisfaction in our survey than in the previous year.

In brief the survey highlighted: -

- There was an overall **95% satisfaction rate** with products and services.

- 57% of respondents utilise the Digital Learning Solutions Tracking System as their primary or only source of training

- Only 8% of respondents stated they would be able to fund their own IT Skills programme

In a very small number of cases, respondents indicated they were dissatisfied with one or more aspects of what is provided. In each case this has been followed up with the individual and, where appropriate, processes and future practices have been modified (the details of which are included within the full report).

The team are clearly very pleased with the overall levels of satisfaction amongst our customers which we believe reflects our commitment to providing an excellent service. It is our intention to continue to look at ways to improve things still further, even where areas are already performing very well.

The full report has now been published and is available on our website here.

2019 Annual Survey Content Creator Licence Winner

Congratulations to Chris Mildren

from
Plymouth Hospital NHS Trust

who was picked in our random survey respondents draw and is the lucky winner of a **free** Content Creator licence.

NHS Digital

Digital Learning Solutions

New System Features Released—Reminder

The DLS web platform was updated with some exciting new features on Wednesday 30th October. The updates are part of a comprehensive development roadmap for the platform to improve the delivery of digital learning.

This update introduced new features to the system, including:

- *The option for DLS Centre Managers to elevate a DLS delegate (learner) account to an admin / supervisor account.*

- *The ability to deliver skills self-assessments (to allow staff to assess their skills and competence against a role-based skills profile)*

- *The option to identify a supervisor for a course with supervisor sign-off of self-assessments*

- *A new supervisor interface for reviewing and signing off progress*

- *The optional inclusion of a development log to courses, allowing delegates to plan and record offline learning interventions related to their course and (optionally) upload associated evidence.*

Comprehensive system help is available to support centres with this new functionality.

To learn more please raise a ticket to book an overview so we can discuss your centre's requirements.

New national content available from ESR—important reminder

Adobe Shockwave was discontinued in April 2019 and is no longer available for download or supported. Therefore, the national DLS IT Skills Pathway content available from ESR will be replaced with new "for the Workplace" courses that do not rely on the plug-in. **Current learners enrolled on a course via ESR will need to complete by 31st March 2020.** All new enrolments from 1st December 2019 should be made to the new "for the Workplace" courses.

Those centres that use ESR to deliver DLS IT Skills Pathway courses should communicate this to current learners so that they are aware of the end date — **31st March 2020.**

DLS
holiday opening/
closing times

Closed
Monday 25th December
Tuesday 26th December
Monday 1st January

Open

A limited service will be available between these dates and centres should raise a support ticket on the Tracking System with any questions or issues.

Only send an email if you are unable to access the Tracking System

Digital learning Solutions Training Webinars

Content Management System (CMS)
The CMS System enables centres to create bespoke courses using national DLS content. Click here to view training dates and register for your preferred date.

Tracking System
Monthly team training webinars are now available to book. To see dates and book a place with Eventbrite click here.

Webinar

Our webinars are delivered via Skype

Hosting Content
Want to learn more about hosting your own in-house content on the Tracking System? Raise a ticket on the Tracking System and let us know your availability for a 30 minute webinar.

Content Creator
Content Creator is an authoring tool for developing your own local content and a 30 day free trial is available to centres. Please raise a ticket on the Tracking System if you are interested in this trial.

Top DLS centres:

#	Centre	#	Centre
1	Mid Yorkshire Hospitals NHS Trust	6	Birmingham Community Healthcare NHS Trust
2	Leeds Teaching Hospitals Trust	7	Royal Surrey County Hospital NHS Trust
3	Coventry & Warwickshire Partnership NHS Trust	8	Royal Devon and Exeter Foundation Trust
4	Mid Essex Hospital Services Trust	9	Northumbria Healthcare NHS Foundation Trust
5	University of Manchester	10	NHS Highland

DLS learning:

No. of learners last month	4566
Total DLS learners	298318

Digital Learning Solutions