NHS Digital

Digital Learning Solutions Annual Survey Report 2019

Winter 2019

Contents

1   Executive Summary

This is the seventh year that the Digital Learning Solutions Team has sent a survey to all centres that are using the Digital Learning Solutions products. Over 300 centres were invited to answer a range of questions divided into two main areas: -

- Centre Demographics
- Views on Current Performance relating to Products and Services

93 centres responded to the survey.

The results of the survey continue to demonstrate that there is both a high level of satisfaction with the products currently provided and a continued need for their provision. There is also still significant interest in utilising our newer products such as Content Creator and hosting with our Content Management System.

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 this report). This report also provides a series of recommendations that could be implemented if additional resource was available.

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.

2   Introduction

In Autumn 2019, over 300 centres were invited to respond to a survey asking them for their views on a range of subjects relating to Digital Learning Solutions products.

These questions were generally split into two categories:

- Centre Demographics
- Views on Current Performance relating to Products and Services

The purpose of the survey was to gather data from key stakeholders that would then be used to assist the Digital Learning Solutions Team with the future planning and provision of its service.

3   High Level Summary

- The results of the survey demonstrate that there is both a high level of satisfaction with the products currently provided, a strong need for their continued provision and for continued investment in new products.
- There was a **95%** satisfaction rate with products and services *(93% in 2018)*
- Responses were received from 93 organisations *(108 in 2018)*
- 57% utilise the Digital Learning Solutions Tracking System as their primary or only source of training *(59% in 2018)*
- Only 8% of respondents stated they would be able to fund their own IT Skills programme *(4% in 2018)*
- These results will be used to modify the services provided (where appropriate) and will also inform decisions about the development of future learning modules

4   Recommendations

The comments in section 6.4 of this document reveal that there are a number of suggestions for products and services that we are currently unable to deal with. Some of these are matters that will always be outside of our control (Shockwave retirement for example) but there are other others that given the correct circumstances, could be addressed. These include:-

- Additional elearning development resource to create more MS Office packages at a higher level
- More service support resource so we can provide a telephone support service and additional training to sites
- Increased resource and funding for more centre engagement by way of user groups and site visits

5   Survey Questions

The full survey can be found at: - https://www.smartsurvey.co.uk/s/WV6E8/

9 questions were asked, these are summarised below.

Question number	Question	Purpose
1	What is your name?	Establish who the respondent was
2	What is your job role?	Establish the respondent's job role
3	Organisation Name	Establish the respondent's organisation
4	Approx. number of people you provide training services for	Establish the size of the respondent's organisation
5	Views on the services provided (broken down into 6 categories) and comments	Establish the current levels of satisfaction/dissatisfaction with the service provided and to make improvements where necessary Space for respondents to make further comments if they wish
6	% of learners requiring training at various levels	To identify the level and quantity of future IT training in organisations
7	Learning provision methods	To identify the extent to which the Digital Learning Solutions Tracking System is utilised as part of overall provision
8	Range of capability statements	To identify how necessary central funding, support, provision and national standards are to local NHS centres
9	Hosting of learning content	To establish how (or if) centres host content across multiple learning platforms

6   Survey Results

Below, the survey results are broken down into sections for each of the questions posed, sometimes using tables and at other points using charts. A full **list of charts** is available at the end of the document.

6.1   Overall Response (Q1, Q2, Q3)

Of the 300+ surveys sent out, a total of 93 responses were received.

6.2   Organisation Size (Q4)

Reponses were received from a wide variety of organisations (in terms of size) – see the table below for a full breakdown.

Organisation size	Responses
0-500	8
501-1000	9
1001-2000	7
2001-5000	37
5001-10000	23
Over 10000	8
Total Responses	**92**

6.3   Satisfaction with services/products provided (Q5)

The following tables display the levels of satisfaction overall and also for individual services/products. **NB All figures are rounded to the nearest whole percentage point.**

As can be seen, the levels of satisfaction are fairly consistent across all areas – where a service/product is above or below the average score for that area it is indicated in red or green, although care should be taken with these colours. For example, a red score for 'Slightly Satisfied' could be because there were a larger than average amount of respondents that were unable to comment and indicated an 'N/A' response.

We have produced a short list of how we intend to improve or maintain the level of each service offered. These appear after the tables.

Overall Satisfaction	Score	%
N/A	2	2%
Totally Dissatisfied	1	1%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	2	2%
Slightly Satisfied	3	3%
Fairly Satisfied	41	45%
Totally Satisfied	42	46%

How satisfied are you with Elearning	Score	%
N/A	4	4%
Totally Dissatisfied	1	1%
Fairly Dissatisfied	1	1%
Slightly Dissatisfied	1	1%
Slightly Satisfied	6	7%
Fairly Satisfied	38	42%
Totally Satisfied	40	44%

How satisfied are you with Tracking System?	Score	%
N/A	7	8%
Totally Dissatisfied	1	1%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	1	1%
Slightly Satisfied	2	2%
Fairly Satisfied	44	48%
Totally Satisfied	37	40%

How satisfied are you with Central Team Support?	Score	%
N/A	9	10%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	3	3%
Slightly Satisfied	0	0%
Fairly Satisfied	20	22%
Totally Satisfied	60	65%

How satisfied are you with Communications?	Score	%
N/A	19	21%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	3	3%
Slightly Dissatisfied	1	1%
Slightly Satisfied	3	3%
Fairly Satisfied	27	29%
Totally Satisfied	39	42%

How satisfied are you with User Groups?	Score	%
N/A	44	48%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	1	1%
Slightly Satisfied	2	2%
Fairly Satisfied	17	18%
Totally Satisfied	28	30%

Whilst satisfaction with the team is currently high, we continue to seek feedback from centre users and implement service improvements wherever possible

We continue to make regular improvements to our products and services based on user feedback and feedback our responses via the "You said, we did" section of all user groups.

We continue to send out regular communications via numerous methods

Our database of contacts is constantly updated to better target communications to the correct people. Our new preferences system allows users to personalise the communications they receive

We regularly promote the twice-yearly face to face user groups and these are delivered whenever they are considered viable.

6.4 Comments (Q6)

Respondents were invited to add text comments. The table below is a list of all the relevant comments made and the subsequent action taken.

Comment	Action Taken
We are a new centre but are impressed so far with the attention and support we have received	None necessary
No complaints at all. Great system which is easy to use for the user. Support has been great when needed.	None necessary
I would prefer to speak to a person, instead of raining a ticket	Centres can always contact us by phone to discuss issues that cannot be initially resolved by raising a service ticket. Service tickets allow us to keep an accurate record of the issue and subsequent resolution to improve our response times for future tickets raised for the same issue. .
The focus on newer versions of Office Applications is removing the usefulness of this for our organisation as we are still using Office 2010 with no plans to upgrade to later versions of Office for the foreseeable future.	A decision has been made by the Expert Advisory Group (made up of centre representatives) that converting the "old" Shockwave dependant 2010 or 2007 Office elearning is not an appropriate use of resources given that Microsoft will be ending support for 2010 on 13 October 2020 and ended support for 2007 in October 2017. The purpose of the "For the workplace" courses is to provide training in the most used elements of Office to the widest possible target audience.
Due to our imminent EPR Go Live I have struggled to get to the user groups for a while, however I would like to see time to share knowledge and experience at the user groups if this is feasible? There is a lot of knowledge and experience and I feel we don't tap into it enough but appreciate this may be the wrong forum.	We have a site on NHS Networks where questions can be raised and discussions held. The national user group webinar also provides a forum where centres that are unable to physically attend a user group can share knowledge and experience (details of all the user groups including the national webinar are included in our monthly bulletin).
We have recently put all our eLearning on DLS and this is working really well. Any tickets raised for any issues are always responded to extremely quickly. The only improvement for us at the moment would be to be able to use DLS as an LMS :)	We are always working on developing more LMS functionality and there are lots of exciting releases planned for the future!.
The support provided for DLS is fantastic, we always get a quick and thorough response. I think more support around getting the bet out of your course offerings would be good. It would also be useful to have a demo/eLearning for the use of Content Creator.	A demo has now been delivered to this site.
All good from my end!	None necessary
I don't believe we have had a user group meeting in NI since David went off. Otherwise things are good.	We're always happy to come and see the wonderful teams in Northern Ireland and have contacted the central team in NI to arrange.
Nothing as far as I am concerned needs improvement	None necessary
Fantastic Programs	None necessary

Comment	Action Taken
None really to add, the site is remarkably stable for something built by such a small team. The support is second to none, normally with a less than 24 hour response rate. Overall i'm incredibly satisfied with the site and the functionality.	None necessary
There has been a decrease in staff using this resource, due to our internal work on how we demonstrate our IT Standards.	None necessary
We do have occasional issues where learners report that the e-learning is not moving on or saving progress but overall it is of a very good standard and engages the learners.	This is normally caused by local bandwidth issues but please raise a service ticket when this occurs as needs be so this can be looked at.
We have indicated fairly satisfied with the e-Learning and Learning Systems as we are still getting used to the change. As a centre we are going to miss the advanced (Level 3) content, especially for Excel and Word as the majority of staff requesting access to the Learning Portal already have some knowledge and are looking for advanced functionality. At the other end of the spectrum we find the content of the Digital Skills really useful for staff who have very little or no knowledge of how to use a computer.	A decision has been made by the Expert Advisory Group (made up of centre representatives) that converting the "old" Shockwave dependant 2010 or 2007 Office elearning is not an appropriate use of resources given that Microsoft will be ending support for 2010 on 13 October 2020 and ended support for 2007 in October 2017. The purpose of the "For the workplace" courses is to provide training in the most used elements of Office to the widest possible target audience.
Would be good to be able to access this elearning from home? I'm not sure you can, but people tell me its not possible.	All of our materials are www based and can be accessed from any location with a suitable Internet connection and hardware.
It would be nice to have the higher level courses especially Excel on html.	A decision has been made by the Expert Advisory Group (made up of centre representatives) that converting the "old" Shockwave dependant 2010 or 2007 Office elearning is not an appropriate use of resources given that Microsoft will be ending support for 2010 on 13 October 2020 and ended support for 2007 in October 2017. The purpose of the "For the workplace" courses is to provide training in the most used elements of Office to the widest possible target audience.
It will be good to have categorized folder for courses provided (Example: Excel)	We have recently introduced the ability to filter courses by Category (e.g. "Digital Workplace") and Topic (e.g. "Word") in both the Learning Portal and the Tracking System.
Having a link with ESR so that completions are recorded on ESR would be hugely beneficial. For creating our own content, it would be useful to have completion of content as a criteria for completion, rather than purely an assessment. We would welcome training materials in Office 365.	We are also in discussion with the national ESR team about the provision an API link between our systems and theirs. We already have a wide range of training materials available for Office 365, details of these have been published in our monthly bulletins (all are available to download). Local centres can already set their own local completion criteria for courses.
Great service, always helpful.	None necessary
I feel it is a shame that some of the courses have been downgraded to meet no more than the lowest common denominator of users. The Office 2010 courses included some excellent advanced modules (Level 2 and 3) that met the needs of several of the researchers, managers, corporate and non-clinical NHS staff at my Trust, e.g. Informatics, Clinical Coders, business admin, etc. The X for the workplace courses are very good, but increasingly, the IT trainers are being asked to deliver advanced Office application training for staff, which means that one of the main benefits of the IT Skills Pathway (freeing up IT trainers to focus on clinical training) is being eroded.	A decision has been made by the Expert Advisory Group (made up of centre representatives) that converting the "old" Shockwave dependant 2010 or 2007 Office elearning is not an appropriate use of resources given that Microsoft will be ending support for 2010 on 13 October 2020 and ended support for 2007 in October 2017. The purpose of the "For the workplace" courses is to provide training in the most used

Comment	Action Taken
	workplace" courses is to provide training in the most used elements of Office to the widest possible target audience.
I'm happy with the Microsoft e-learning that I've used. We don't often get feedback from our users when we set them up on e-learning and we don't have the resources to track their learning and pursue them, as our main role is to train people on our clinical systems. This MS e-learning is a great thing for us because we don't have the time to do many MS courses. One thing that puzzles me - and I am easily puzzled - is the connection with the MS e-learning available from our ESR (Electronic Staff Record) and from direct to your site. The learning looks the same. The reason I'm asking is that I experimented with the link from the ESR (because this makes the trainers' lives even easier as our staff can create a login themselves), and I locked my password out. I then tried to re-set it via the ESR site and couldn't find a way. I then went direct to your site and tried to reset it, but there didn't seem to be a connection between my user account on your site and on ESR. Apologies if the above makes no sense whatsoever!	We will contact this respondent and offer training where we can show her the evaluation reporting and clear up any confusion about the logins for each system.
To be fair, right now is a time of transition as far as MS Office is concerned. Post Office 2010, what will be status quo? The courses on offer from DLS are good, but when the dust settles and users' training needs are more clearly established, it may be time to reconsider course offerings. e.g. The knowledge bank contains examples on 2007, 2010 and 2013, but will later versions of MS Office be required?	A decision has been made by the Expert Advisory Group (made up of centre representatives) that converting the "old" Shockwave dependant 2010 or 2007 Office elearning is not an appropriate use of resources given that Microsoft will be ending support for 2010 on 13 October 2020 and ended support for 2007 in October 2017. The purpose of the "For the workplace" courses is to provide training in the most used elements of Office to the widest possible target audience.
Hi, this website is very impressive, but unfortunately I'm constantly tied up with Clinical Systems Training. We are a small team. As a team we have started to look on the website for Windows 365 soon to be implemented. I am aware that some of our staff use the website for MS Office learning but we don't actively publish its existence due to time and staff restrictions.	None necessary
I have been really impressed with the support that I have received recently on introducing the DLS LMS to our organisation to host our own content and have recommended this to others. I would personally find it useful for the User group dates to be available sooner as we work three plus months ahead and I often have other commitments in my diary that prevent me from attending. The user groups are a really good opportunity to network with the DLS Team and other centres and I value what they provide.	Unfortunately we are unable to book internal rooms more than 3 months in advance.
Webinars can be much better.	On checking our records we cannot see attendance on our webinars
I think the service you provide is excellent. we will love to be able to use the module directly from our eLearning system to facilitate people enrolling if this was something that could be considered for the future. Thanks for your help and support.	None necessary
I would like to be more involved and attend any user groups, please can you let me know where and when these are, thanks.	We publish user groups in advance via our monthly newsletters and reminders are also sent out. The respondent is on the newsletter distribution list.
It is a shame that we lost the Office 2010 specific learning materials as plans within our Trust is that 'we have none to move away from 2010 in the near future'	A decision has been made by the Expert Advisory Group (made up of centre representatives) that converting the "old" Shockwave dependant 2010 or 2007 Office elearning is not an appropriate use of resources given that Microsoft will be ending support for 2010 on 13 October 2020 and ended support for 2007 in October 2017. The purpose of the "For the

Comment	Action Taken
	workplace" courses is to provide training in the most used elements of Office to the widest possible target audience.
The only reason I have put fairly satisfied rather than totally is because we use Office 2010, although Windows 10, and are not likely to change. The 2010 e-learning requires Shockwave and I also think the original entry level courses start at a more basic level which is useful for the real novice. I appreciate that you now have generic versions that do not require Shockwave, but the higher versions do have differences which, although slight, can be confusing to staff who are not so IT confident. However, I do understand why you cannot re-do the 2010 versions in the new format. To clarify my response for section 4 - we now have a single learning platform in the Trust to host / book all learning except for MS Office and Essential IT Skills, for which we use, and will continue to use, the central portal.	A decision has been made by the Expert Advisory Group (made up of centre representatives) that converting the "old" Shockwave dependant 2010 or 2007 Office elearning is not an appropriate use of resources given that Microsoft will be ending support for 2010 on 13 October 2020 and ended support for 2007 in October 2017. The purpose of the "For the workplace" courses is to provide training in the most used elements of Office to the widest possible target audience.
Just to put things in perspective - I've been rolling out RiO for the past 3 years so really haven't done much with digital skills personally but we have referred staff to the site and are intending to advertise it a bit more. It was unfortunate that our most recent request was for pivot tables (now not included in the non shockwave courses and no intention to include them). It was all good as we referred them to youtube and microsoft's own website and the response back has been positive.	A decision has been made by the Expert Advisory Group (made up of centre representatives) that converting the "old" Shockwave dependant 2010 or 2007 Office elearning is not an appropriate use of resources given that Microsoft will be ending support for 2010 on 13 October 2020 and ended support for 2007 in October 2017. The purpose of the "For the workplace" courses is to provide training in the most used elements of Office to the widest possible target audience.
For us, it would be extremely useful to have some more advanced courses - particularly around Excel, but Word would also be useful. This is something that we miss now that the course that used Shockwave are being phased out.	A decision has been made by the Expert Advisory Group (made up of centre representatives) that converting the "old" Shockwave dependant 2010 or 2007 Office elearning is not an appropriate use of resources given that Microsoft will be ending support for 2010 on 13 October 2020 and ended support for 2007 in October 2017. The purpose of the "For the workplace" courses is to provide training in the most used elements of Office to the widest possible target audience.
How to instructions are now always as clear as they could be I have been trying to load a new course without success, as it keeps taking me from the tracking system into the learner portal	The respondent has previously been offered 3 training sessions by our team and we will contact them again to offer this again. All users are advised to raise service tickets if they are experiencing issues so that a swift resolution can be found.
We are relatively new as a Trust to the platform and we'll have more experience/examples to provide once we have used the service for 12 months or more.	None necessary

6.5   Training Needs (Q7)

Respondents were given the option of choosing a percentage level of their staff that **still require training** for each IT skill level. Based on the average size of the organisations that responded to the survey (4578 staff[1]) over 420,000 staff have been identified that require further IT skills at one level or another.

The results breakdown is shown below.

What % of the learners you are responsible for training still require training at Digital Literacy Level	Score	%	What % of the learners you are responsible for training still require training at Intermediate Level	Score	%
0-10%	25	29%	0-10%	9	10%
11-25%	31	36%	11-25%	22	25%
26-50%	15	17%	26-50%	32	37%
51-75%	8	9%	51-75%	11	13%
76-90%	7	8%	76-90%	12	14%
91-100%	1	1%	91-100%	1	1%

[1] Average based on 93 organisations with a combined total of 421,250 staff (at mid-point on each scale) = 4578 staff per organisation.

Future Training Needs
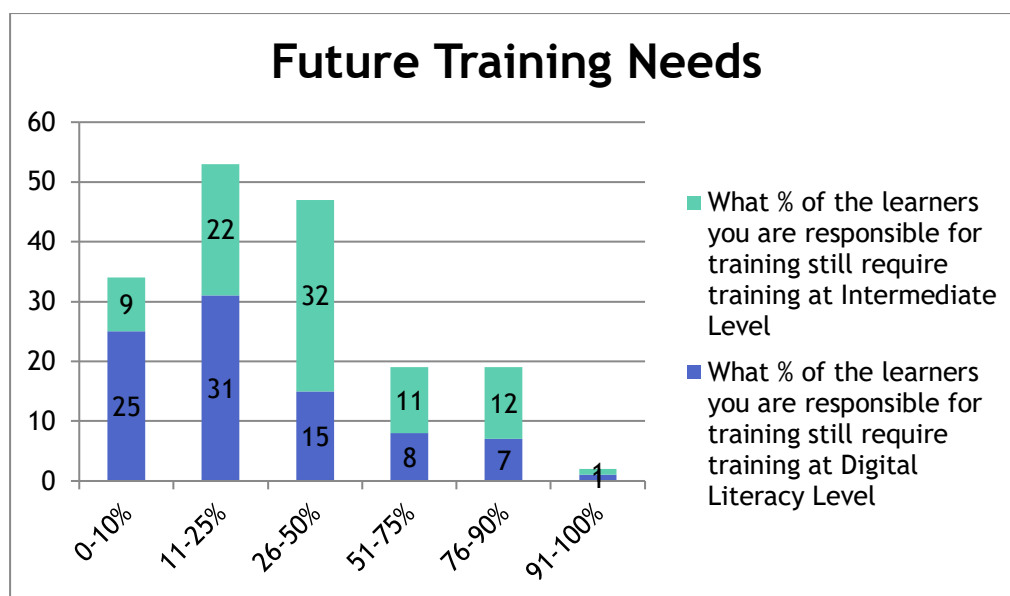
The above chart demonstrates that there is still a considerable need to provide staff with basic, digital literacy level skills and that the need has not significantly diminished in the past year. It should be noted that most of these responses come from organisations that have been using our products for a number of years and we would therefore expect the skills of their workforce to be higher. Also, there remains a **significant need** for intermediate level skills training.

The amount of staff requiring entry level skills is likely to remain high for some considerable time. As we engage more with Social Care organisations we are discovering that the general levels of IT literacy are low with many only just commencing the process of implementing technology based reporting solutions.

6.6 Training Methods (Q8)

Training is provided to staff using a range of methods with significantly more organisations utilising the Digital Learning Solutions Tracking System than any other individual learning method. The training methods adopted are roughly equal across the learning levels.

How do you provide learning?

Legend: ■ Digital Literacy ■ Intermediate Level

Method	Digital Literacy	Intermediate Level
Classroom	31	31
Distance Learning	1	2
Tracking System	71	72
Other Learning	9	13
Not Provided	14	9
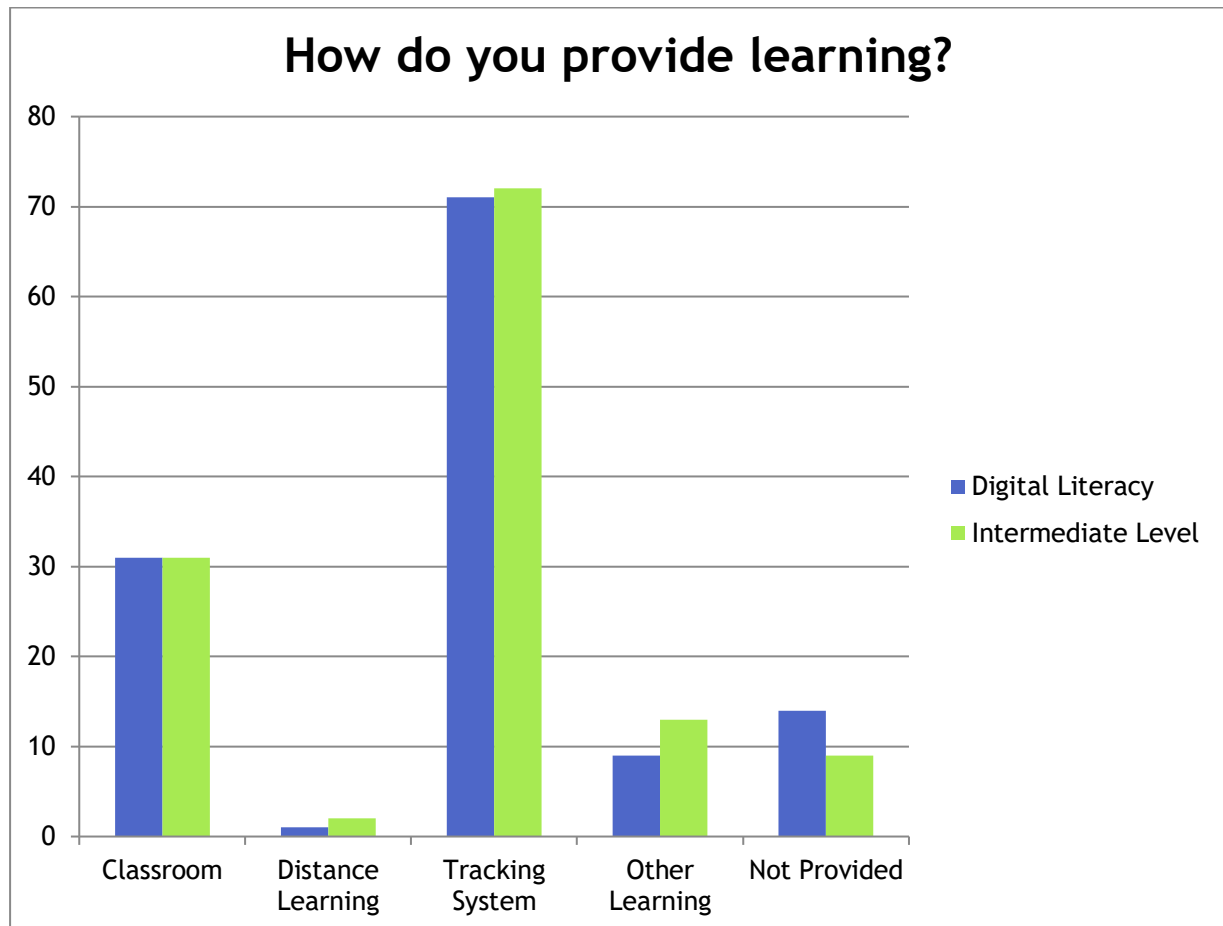
6.7   Organisational Training Capability (Q9)

The respondents were provided with a balanced range of positive and negative statements regarding national standards, central funding, central learning provision and central support.

As can be seen, the positive statements about central standards, funding, provision and support **far outweigh** the other statements. There is also still significant interest from centres in finding out more about Content Creator and CMS. We will be following up on this interest with each of the centres. Also of note is the desire for a link between ESR and our solutions.

Which of the following statements do you agree with?	Responses
Better links between ESR and Digital Learning Solutions would benefit our organisation	52
My team have the ability, skills and resources to develop our own in-house elearning for MS Office and essential IT Skills	29
My team DO NOT have the ability, skills and resources to develop our own in-house elearning for MS Office and essential IT Skills	43
My organisation provide me with funding for external elearning development for MS Office and essential IT Skills	7
We would be interested in hosting existing elearning on the Tracking System	17
My organisation does not provide any funding for developing our own elearning provision for MS Office and essential IT Skills	41
We would be interested in developing new elearning that could be hosted on the Tracking System	26
Having a central team to assist us with the use of the Digital Learning Solutions products is essential	70
Central funding is essential - we would not be able to deliver IT training to a sufficient standard without it	53
	47
My organisation would not fund an alternative IT training programme	52
Being able to network with other centres is important	
If there was no central provision, we would fund our own programme instead	7
	65
We like knowing that we work to a national standard	
	0
Local standards are more important that national standards	
I would not be able to offer training to the same standard if central team didn't exist	42
We are only funded to deliver training on clinical systems. The central provision is all we have for generic IT skills training	34
We would like to know more about the Content Management System (CMS) for hosting our own elearning	20
We would like to know more about the Content Creator elearning application for developing our own elearning	25

6.8 Organisational Training Capability (Q9)

The respondents were asked how they host elearning content for their learners currently and what their preferences would be. The results clearly show that multiple platforms are currently being used but that almost half would prefer a single place to host all content.

Please indicate which of these statements is/are true for your organisation/department	Score	%
Our learners currently access their elearning on multiple platforms	65	71%
Our learners can access all their learning from one learning platform already	18	20%
Our learners have to access clinical content from a different platform to other elearning	36	40%
Our learners would prefer one place to access all their elearning - clinical and non clinical	45	49%

7   Appendix 1

Organisation Size

Organisation Size	Responses
0-500	8
501-1000	9
1001-2000	7
2001-5000	37
5001-10000	23
Over 10000	8

Overall Satisfaction

Category	Percentage
N/A	~2%
Totally Dissatisfied	~1%
Fairly Dissatisfied	0%
Slightly Dissatisfied	~2%
Slightly Satisfied	~3%
Fairly Satisfied	45%
Totally Satisfied	46%

How satisfied are you with Elearning?

How satisfied are you with Tracking System?

How satisfied are you with Central Team Support?

How satisfied are you with User Groups?

How satisfied are you with Communications?

Legend: ■ How satisfied are you with Communications?

Categories: N/A, Totally Dissatisfied, Fairly Dissatisfied, Slightly Dissatisfied, Slightly Satisfied, Fairly Satisfied, Totally Satisfied

Future Training Needs

Legend:
■ What % of the learners you are responsible for training still require training at Intermediate Level
■ What % of the learners you are responsible for training still require training at Digital Literacy Level

	0-10%	11-25%	26-50%	51-75%	76-90%	91-100%
Intermediate Level	9	22	32	11	12	1
Digital Literacy Level	25	31	15	8	7	

How do you provide learning?

Bar chart comparing Digital Literacy and Intermediate Level across learning provision methods:
- Classroom: Digital Literacy 31, Intermediate Level 31
- Distance Learning: Digital Literacy 1, Intermediate Level 2
- Tracking System: Digital Literacy 71, Intermediate Level 72
- Other Learning: Digital Literacy 9, Intermediate Level 13
- Not Provided: Digital Literacy 14, Intermediate Level 9

Which of the following statements do you agree with?

Please indicate which of these statements is/are true for your organisation/department

- 65 — Our learners currently access their elearning on multiple platforms
- 18 — Our learners can access all their learning from one learning platform already
- 36 — Our learners have to access clinical content from a different platform to other elearning
- 45 — Our learners would prefer one place to access all their elearning - clinical and non clinical