

# **Digital Learning Solutions Annual Survey Report 2020**

Winter 2020

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## Executive Summary

This is the eighth year that the Digital Learning Solutions Team has sent a survey to all centres that are using the Digital Learning Solutions products. However, it is the first since the team transferred to Health Education England. 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

We received 106 responses 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. Our centres are telling us that there is also a significant need for the provision of more national elearning content for Microsoft productivity software – in particular MS Teams and higher level Office training.*

In brief the survey highlighted: -

- There was an overall 97% satisfaction rate with products and services.
- 53% of respondents utilise the Digital Learning Solutions Tracking System as their primary or only source of training
- Only 7% of respondents stated they would be able to fund their own IT Skills programme

Respondents are encouraged to offer comments and suggestions on what is provided and what else they would like to see 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 to be made 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.

## Introduction

In Autumn 2020, 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.

## 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 **97%** satisfaction rate with products and services (*95% in 2019*)
- Responses were received from 106 organisations (*93 in 2019*)
- 53% utilise the Digital Learning Solutions Tracking System as their primary or only source of training (*57% in 2019*)
- Only 7% of respondents stated they would be able to fund their own IT Skills programme (*8% in 2019*)
- There is still a considerable need to provide staff with basic, digital literacy level skills and that in fact **the need has increased in the past year**. Also, there remains a **significant need** for intermediate and higher level skills training
- These results will be used to modify the services provided (where appropriate) and will also inform decisions about the development of any potential future learning modules

## Recommendations

The overwhelming message that the respondents are telling the service is that they require more learning materials that reflect the current needs of their workforce. The roll out of Office 365 across organisations coupled with the impact on working under COVID-19 restrictions has highlighted the lack of skills and the subsequent need for training.

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 others that given the correct circumstances, could be addressed. These include: -

- More resource so we can provide a support service and additional training to sites
- Increased resource and funding for more centre engagement by way of user groups and site visits

## Survey Questions

The full survey was accessed at: - <https://healtheducationyh.onlinesurveys.ac.uk/dls-annual-survey-2020>. The survey is now closed but access can be granted by contacting [dls@hee.nhs.uk](mailto:dls@hee.nhs.uk)

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	Access to hosted learning content	To identify how learners access online learning and whether this is on one or multiple platforms
9	Range of capability statements	To identify how necessary central funding, support, provision and national standards are to local NHS centres

## 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.

### Overall Response (Q1, Q2, Q3)

Of the 300+ surveys sent out, a total of 106 responses were received.

### 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	2
1001-2000	9
2001-5000	34
5001-10000	35
Over 10000	18
<b>Total Responses</b>	<b>106</b>

## 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	3	3%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	0	0%
Slightly Satisfied	1	1%
Fairly Satisfied	45	43%
Totally Satisfied	55	53%

### How satisfied are you with the Learning System? (includes Tracking System, CMS, and Learning Portal)

	Score	%
N/A	6	6%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	0	0%
Slightly Satisfied	1	1%
Fairly Satisfied	50	47%
Totally Satisfied	49	46%

**How satisfied are you with User Groups? (virtual due to COVID-19 restrictions)**

	Score	%
N/A	66	63%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	1	1%
Slightly Satisfied	0	0%
Fairly Satisfied	15	14%
Totally Satisfied	23	22%

**How satisfied are you with Central Team Support?**

	Score	%
N/A	13	12%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	0	0%
Slightly Satisfied	2	2%
Fairly Satisfied	10	10%
Totally Satisfied	80	76%

**How satisfied are you with Elearning (includes assessments and videos)**

	Score	%
N/A	3	3%
Totally Dissatisfied	1	1%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	0	0%
Slightly Satisfied	6	6%
Fairly Satisfied	52	49%
Totally Satisfied	44	42%

**How satisfied are you with Communications and Webinars?**

	Score	%
N/A	22	21%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	1	1%
Slightly Satisfied	2	2%
Fairly Satisfied	31	29%
Totally Satisfied	50	47%



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

- *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 preferences system allows users to personalise the communications they receive*
- *We regularly promote the twice-yearly user groups and these are delivered whenever they are considered viable.*

## Comments (Q5)

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
No problems with the team and what is on offer, more the disconnect from my trust and often the difficulties in accessing caused by over zealous firewall controls	No action necessary
I have constant problems logging in, which I have contacted the help desk about on a number of occasions - they are always very helpful in getting me back in, but the problem just happens again next time. This is getting quite frustrating. Additionally, more advanced Excel courses and more on Teams - as we are all using it more now - would be great.	<p>This respondent has contacted us on at least 3 occasions about the password link “can only be used once” Feb/July/Sept/ - We will contact them about logging in issues and see if we can get to the bottom of the problem.</p> <p>MS Teams and Excel Advanced were identified in the top 3 courses for potential development in a DLS flash survey in August.</p>
The course selection is very good and greatly reduces the business IT (Microsoft Office and general IT) training load on our small IT training team allowing us to focus on clinical system training delivery. However, the IT Skills Pathway courses stop just short of being completely effective in the above regards as you no longer provide any advanced (Level 3 equivalent) course topics beyond Office 2010. And owing to the end of life of Shockwave support, users will no longer be able to sign up for the 2010 courses. We have management, clinical coders, informatics and, increasingly, senior clinical staff asking us to provide training in the advanced analytical use of Excel e.g. the use of pivot tables, pivot charts, slicers and timelines. Adding to the trainers' concerns is the fact that Power BI is being implemented in the Trust and we feel that without a good appreciation of how to use advanced Excel capabilities, users may incorrectly use Power BI resulting in inaccurate reports.	<p>Power Bi is increasingly being cited by centres when requesting Excel advanced courses. We will be investigating this further through our development gateway process with the expert advisory group.</p> <p>Adobe were responsible for Shockwave support and this matter is unfortunately out of our control.</p> <p>Excel Advanced was identified in the top 3 courses for potential development in a DLS flash survey in August.</p>
Understanding that Covid-19 has changed the way of life for trainers I don't believe we have been approached about a virtual user group meeting this year. It is possible that this may be due to our primary contact in HSCNI who would organise these on our behalf so	National user Group dates for Autumn have been now been made available although they weren't at the point

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apologies if I'm holding DLS to account for something outside their control.	the respondent made this comment
Would like to see more advanced Excel and Word eLearning as previous Office 2010 courses	Excel and Word Advanced were identified in the top 5 courses for potential development in a DLS flash survey in August.
I'd like the choice to have a sectional and/or a final PLA for a course. If I did not want a section PLA I could switch that option off. In customised courses I would prefer for the unwanted sections to not display as this confuses the learner and increases queries about empty sections and is there missing learning We are highly satisfied with the help and support that we have received and continue to receive in setting up our CMS this has transformed the way we deliver training, roll out large projects and has helped us to provide training during the Covid pandemic. Without an eLearning offering we would not have been able to cope with the number of staff redeployed, new staff and doctors rotation this year. Thankyou!	This is a known issue and is on our development log to rectify.  In the meantime the workaround of providing unlimited courses in CMS has been supplied to all centres where this is an issue.
It would be good to have some more in depth Excel content in the for the workplace courses e.g. Pivot Tables, Conditional Formatting, more formulas etc.	Excel Advanced was identified in the top 3 courses for potential development in a DLS flash survey in August.
Would like to see development of new courses for different levels: beginner, intermediate and advanced, particularly in Excel now that flash is no longer available. Due to COVID restrictions, no face to face IT training is taking place in the hospital for the foreseeable future. Thank you.	Excel and Word Advanced were identified in the top 5 courses for potential development in a DLS flash survey in August.
The only reason for not giving top marks because of not planning to replace the more advanced (Level 2-3) courses. These wil soon become obsolete leaving the "For the workplace" suite only, which is sometimes insufficient for our programmes.	Excel and Word Advanced were identified in the top 5 courses for potential development in a DLS flash survey in August.
We are very happy with the Tracking System and the service we receive from the team is excellent. It would be good to have an increase to the content to re-engage learners and provide learning opportunities for systems such as Microsoft Teams, Apps and O365.	MS Teams and an Overview of Office Apps were the top 2 courses identified for potential development in a DLS flash survey in August.
Some of our learners find that the Workplace courses are not detailed enough especially if they have studied the previous ones, for example Excel Advanced. Ideally it would be great to see Level 1, Level 2 and Level 3 courses back for Office 365. We only have the resource to tutor lead Excel to an Introduction level, so the e-learning is such a valuable resource for staff so that they can gain more knowledge at Intermediate and Advanced	Excel and Word Advanced were identified in the top 5 courses for potential development in a DLS flash survey in August.

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<p>levels. This is the same for the other Microsoft Products. I do appreciate the work that would be involved in doing this, so it is just a comment.</p>	
<p>I would like to see more courses for all the O365 applications. A number of my staff are requesting different levels of Excel &amp; Word (1-3), I know these have been discontinued due to shockwave but DLS only provide the Excel in the Workplace, and there is a demand for different levels. A number of my staff also have difficulties in resetting their passwords, as this function does not always work. many thanks</p>	<p>Excel and Word Advanced were identified in the top 5 courses for potential development in a DLS flash survey in August.</p> <p>All centres are advised to raise a ticket about any issues experienced so that we can investigate further.</p>
<p>We operate a partnership sharing information with Care Employers in Staffordshire. I am embarrassed to say that we have not really picked up the baton to champion the services you offer, maybe because Care Providers are not set up to support their staff with the equipment needed to access your resources. It all seems too difficult which is a failing on our part in not having the resources to champion and promote your services to our Staffordshire Care Market</p>	<p>We continue to explore other possible support models for Social Care partners with Skills for Care.</p>
<p>I am happy with the service. I know you are adding topics all the time and I am looking forward to more Excel topics around data analysis including Pivot tables, LookUPs and COUNT/SUMIF. MS Teams would be another useful addition. Thanks</p>	<p>MS Teams and Excel Advanced were identified in the top 3 courses for potential development in a DLS flash survey in August.</p>
<p>I found we had a few issues when you had an update with courses not working. It may be us but once the course has been updated or incorrectly put on the system how do we take it off. Also we have a lot of staff that have left, we can inactivate them but still have them showing - how can we take them off not to show at all? We find issues like this challenging to use DLS but it could be the way we are using it!</p>	<p>All centres are advised to raise a ticket about any issues experienced so that we can investigate further.</p>
<p>DLS has allowed us provide much needed urgent eLearning modules to our users throughout the covid pandemic, which now helps us to work more virtually with a guarantee that our estate have a wonderful and easy to use eLearning platform to visit. Thank you all so much for your support over the last year.</p>	
<p>More digital courses available e.g Microsoft Teams/Forms, different levels for Excel</p>	<p>MS Teams and Excel Advanced were identified in the top 3 courses for potential development in a DLS flash survey in August.</p>
<p>I absolutely love DLS, the ease of accessibility, reliability and functionality. My only area for improvement is around the process for requests for change, and the visibility around what is happening with each request. I know we receive updates at the user groups but as</p>	<p>This is an area that we recognise requires improvement and we are looking at implementing a better process that provides greater transparency for change requests</p>

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<p>these are only every 6 months, it would be helpful to know if change requests have been prioritised and at what status they are at.</p>	<p>and suggestions.</p>
<p>Really sad that the Level 1, 2 and 3 courses have not been updated to version 365 and are ending as these are a real bonus to be able to offer our analysts etc and provide career progression options for administration staff. The For the Workplace courses just dont cut it for most people, generally disappoint in these changes</p>	<p>Excel and Word Advanced were identified in the top 5 courses for potential development in a DLS flash survey in August.</p>
<p>Overall the content available is good and is a huge help to NHS staff across England. it allows individual trusts to make use of resources to support other areas rather than having to develop digital content. While not everything is available the majority of the applications (Word, Excel) are a big help to our staff. This is where our greatest demand is. it's been a help to have Office 2016 and now Office 365 materials available when we have upgraded our trust system. In future look to expand on the offerings to include other aspect of Office 365.</p>	
<p>Other than the annual user group webinar, I am unaware of any other user communities for DLS. Please do publicise this if they exist (although as an IT Trainer, I do participate in NHS Networks). I feel that the DLS is a very valuable commodity whose importance in raising the skill levels of NHS staff should not be diminished. The IT Skills Pathway has also reduced the training load on many IT Trainers, allowing us to focus on clinical system training and e-learning development for clinical systems which as you know vary from Trust to Trust. The DLS Team has been great and I would particularly commend the work of Carolyn Maudsley who has been extremely supportive, clear and professional in all situations. I do recognise the pressures on the team to keep up with changes to the NHS, particularly under COVID. It would be great if they had the manpower to deliver effective Microsoft Teams and NHSmail training to our users - but I appreciate that with both of these facilities changing on an almost daily basis, it will be difficult to keep up. For now, I hope that DLS can provide support to our users who are waking up, confused, to the rollout of Office 365 in both web based and desktop versions and the now explicit use of SharePoint, Onedrive, Streams and similar cloud based systems. It would be great if there was a short overview course of the entirety of the new environment - to help staff (including IT staff) tenuously understand how these pieces all fit together.</p>	<p>User groups are held at least twice per year. We offer bookable training webinars to all our centres and the details of how to access these are published in our monthly bulletin.</p> <p>Unfortunately, we don't currently have any resource to support a user community.</p> <p>NHSmail Training is provided by NHS Digital at - <a href="https://digital.nhs.uk/services/nhsmail">https://digital.nhs.uk/services/nhsmail</a></p> <p>MS Teams, Office Apps Overview and OneDrive were identified in the top 4 courses for potential development in a DLS flash survey in August.</p>
<p>Knowledge Bank does not include latest version of MS Office and would like to see the return of the advanced Excel and Word</p>	<p>The Learning Portal Configuration screen allows a centre to manage which training packages are available within the Knowledge Bank and it is likely the latest</p>

	<p>versions are switched off at that centre?</p> <p>All centres are advised to raise a ticket about any issues experienced so that we can investigate further.</p> <p>Excel and Word Advanced were identified in the top 5 courses for potential development in a DLS flash survey in August.</p>
<p>Hi. I feel it is a shame that the old 2010 courses were removed. This is still the main version used in our Trust at the moment and our users were completing these courses without issue. The older versions of the courses, now removed, mostly had 3 skill levels. The replacement "for the workplace courses" do not seem to cover the same range of content. The Digital Skills is not basic enough as it assumes a certain level of prior knowledge and the other courses do not have the more complex topics covered by the old Level 3 courses. I have not completed the 365 courses yet, but a colleague who has just started to review them says there is little difference to the "For the Workplace" courses, so I'm not sure if they cover 365 in Cloud or Client format, or both. A course on the use of MS Teams and also cloud use and storage would be most welcome as we move to N365. Thank you.</p>	<p>The retirement of Shockwave necessitated the removal of the Office 2010 courses.</p> <p>The courses suggested have been identified as courses for potential development in a DLS flash survey in August</p>
<p>It'd be very helpful if we can have more webinars informing us on new initiatives and also how-to ones.</p>	<p>Autumn user group dates have now been published.</p> <p>Webinar dates are made available each month in the operational bulletin:</p> <p><a href="https://www.dls.nhs.uk/bulletin">https://www.dls.nhs.uk/bulletin</a></p>
<p>It would be really good if you can implement an instructor-led course booking facility to the system that can record courses, venues and trainers, as well as facilitate pre-course and post course assessments, documentation etc.</p>	<p>This is on our development roadmap</p>
<p>Hi The only comment to make is that we have a number of staff wishing to undertake advanced e-learning on Excel which is no longer available. During the pandemic we have unfortunately not been able to run our normal Essential IT Skills Classroom sessions.</p>	<p>Excel Advanced was identified in the top 3 courses for potential development in a DLS flash survey in August.</p>
<p>My responses are 'fairly satisfied' as the service is not used often by our staff and therefore we have had limited access but this is a reflection on us and not DLS. The</p>	<p>Office Apps Overview was identified in the top 2 courses for potential development in a DLS flash survey in</p>

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<p>resources are good, easily to follow and accessible. I am asking our comms team to promote the service internally (again) to see if we can encourage use. Links are also within ESR and we have the site linked through our Intranet. As we move forward, we are introducing MS Apps and currently use Office 365, Teams - starting to introduce Power BI, Automate and Power Apps along with others. It would be fantastic to think that all MS Office and Apps could be available through DLS. Thanks for your support and services</p>	<p>August.</p>
<p>DLS have provided me with an excellent service. The development team, support team and management have gone out of their way to provide additional functionality, help and advice. I would like to see better quality eLearning content but the DLS team continue to put in place improvements that I am confident will result in this anyway. Thank you for your support and professionalism, it is a pleasure working with such a dedicated and talented team. James Aubery.</p>	
<p>Thank you for providing the services offered by DLS, it is a useful resource for our staff and the fact you keep updating the courses with new versions is helpful. Our staff find the courses flexible and as we are a small team of IT Trainers we can signpost/register staff to the DLS so that we can focus on the clinical systems we are supporting.</p>	
<p>As we as a Trust move to Office 365 it would be useful to have more courses geared around this.</p>	<p>The courses suggested have been identified as courses for potential development in a DLS flash survey in August</p>
<p>We are about to roll out 365 and it would be good to be familiar with the new apps that are part of 365.</p>	<p>The courses suggested have been identified as courses for potential development in a DLS flash survey in August</p>
<p>Most of the elearning is using shockwave which is no longer supported. It would also be great to have additional elearning e.g. MS Teams, Office 365</p>	<p><a href="https://www.dls.nhs.uk/bulletins/DLSBulletinSept20.pdf">https://www.dls.nhs.uk/bulletins/DLSBulletinSept20.pdf</a> amongst others outlines the retirement of Shockwave and the solution to this.</p> <p>MS Teams was identified as the number 1 course for potential development in a DLS flash survey in August.</p>
<p>The support I have received from Carolyn, David and Kevin over the years has been truly amazing and could not fault the service we as a Trust receive at all. Thank you all</p>	

<p>Time stamp from when training is completed would help. So instead of just a date the time of when it is completed is helpful, for example 29/09/2020@ 22:30 so we know that staff working on 29/09/2020 haven't created this account due to the time it was completed. Also a user redoes training it doesn't update to the newest date completed. The work around you have done is just add more course titles to look through for example PPM+ 2020, instead of fixing the update part which would be a lot easier for all parties involved. As the years go on the list of courses will just keep growing into a big list. When searching a user via all courses you can't update from that screen so you have to click on the course name after you have found it via all courses. It would be helpful to update it on the all course screen, so you don't have to search it twice. Finding a course is easy. Hope this all makes sense.</p>	<p>Time stamp is already registered as a suggestion</p> <p>Re enrol to same course is now fixed and all records are recorded appropriately:</p> <table border="1" data-bbox="1355 352 2076 549"> <thead> <tr> <th></th> <th>Delegate</th> <th>Email</th> <th>Del ID</th> <th>Last updated</th> <th>Enrolled</th> <th>Com By</th> </tr> </thead> <tbody> <tr> <td>+</td> <td>Mawdesley, Carolyn</td> <td>carolyn.mawdesley@gmail.com</td> <td>CM2221</td> <td>16/10/2020</td> <td>16/10/2020</td> <td>16/10/2020</td> </tr> <tr> <td>+</td> <td>Mawdesley, Carolyn</td> <td>carolyn.mawdesley@gmail.com</td> <td>CM2221</td> <td>14/10/2020</td> <td>18/08/2020</td> <td>18/08/2020</td> </tr> </tbody> </table> <p>Updating admin fields from All courses – this is not possible as they are added per course.</p>		Delegate	Email	Del ID	Last updated	Enrolled	Com By	+	Mawdesley, Carolyn	carolyn.mawdesley@gmail.com	CM2221	16/10/2020	16/10/2020	16/10/2020	+	Mawdesley, Carolyn	carolyn.mawdesley@gmail.com	CM2221	14/10/2020	18/08/2020	18/08/2020
	Delegate	Email	Del ID	Last updated	Enrolled	Com By																
+	Mawdesley, Carolyn	carolyn.mawdesley@gmail.com	CM2221	16/10/2020	16/10/2020	16/10/2020																
+	Mawdesley, Carolyn	carolyn.mawdesley@gmail.com	CM2221	14/10/2020	18/08/2020	18/08/2020																
<p>Everything meets all my current needs/requirements. Thankyou.</p>																						
<p>No.6 Fairly Satisfied just because of the way that assessments work for us (one assessment at the end of the course and not each section). Apart from that Totally Satisfied</p>	<p>This is a known issue and is on our development log to rectify.</p> <p>In the meantime the workaround of providing unlimited courses in CMS has been supplied to all centres where this is an issue.</p>																					
<p>I used these packages in a previous role with a previous employer and found them very valuable. This is not part of my remit in my current role but I would like to role it out across my organisation, which now works across a wider area of 4 CCGs in the West Midlands. I have changed role again since commencing with my current employer and have not fully implemented this completely down to me. I would still like to do this and would appreciate picking it with the team but this would need to be in my own time if that could be arrange. My email is sharon.fitzgerald@nhs.net. Many thanks.</p>	<p>We will contact the respondent and invite them to book a training webinar – dates of which are available in our monthly operational bulletin.</p> <p><a href="https://www.dls.nhs.uk/bulletin">https://www.dls.nhs.uk/bulletin</a></p>																					
<p>It would be great if you could provide some online tools for coping with Covid 19 like mental wellbeing, resilience, remote working, how to use Zoom, M.Team etc Thankyou</p>	<p>These are provided by the ELfH team at <a href="https://www.elfh.org.uk/programmes/coronavirus/">https://www.elfh.org.uk/programmes/coronavirus/</a></p>																					



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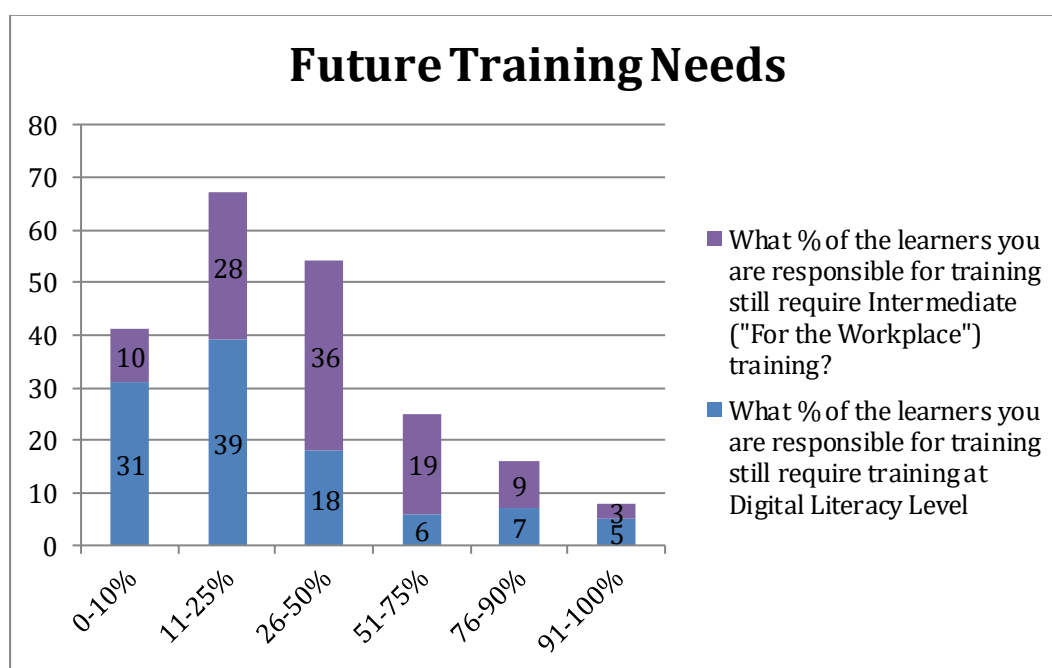
	We will contact the respondent to inform them of this
As NHS Scotland is migrating to Office 365 this year, and there are many new applications available, I'd appreciate the development of courses which show how these applications can integrate to help users work. For example how Flow and Excel work to re-create Mail Merge; the use of Forms for gathering information before and post training; How One Note can be used as a Shared Whiteboard in Teams Meetings. These can be short training modules to give people an insight to their new work environment.	The courses suggested have been identified as courses for potential development in a DLS flash survey in August.
The DLS has provided facilities ESR OLM have not been able to provide, particularly making e-learning available to non-substantive Trust staff, and the simplicity of allowing staff to self-register, meaning we can just send a URL to specific e-learning. This has supported our rollout of an EPMA system. Setting up our courses has been a steep learning curve as it is very different to ESR OLM, but we have received excellent support from the DLS team to help us get there. It would be really beneficial for the DLS to automatically update our ESR OLM records.	We agree that this would be of benefit to many organisations. Conversations are ongoing between HEE and ESR about how this can be provided.
Some advanced training on Excel would benefit many of our students. Rate limiting step here is colleagues not appreciating the importance of IT training for Pharmacy students.	Excel Advanced was identified in the top 3 courses for potential development in a DLS flash survey in August.
N/A	
I am just about to start using your services. I have been having to fill in with other work.	
Overall the service and products available from DLS are very useful. Having access to national content such as Office elearning means that we can make use of this and our internal trainers can concentrate on clinical applications. The elearning is easy to use, easy to 'create' bespoke courses. Good to be able to link to the content from our LMS and make use of national / consistent training. Look forward to more office 365 content.	
Very happy with the staff and services provided by DLS	

## Training Needs (Q6)

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 (5882 staff<sup>1</sup>) over 620,000 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%	31	29%	0-10%	10	10%
11-25%	39	37%	11-25%	28	27%
26-50%	18	17%	26-50%	36	34%
51-75%	6	6%	51-75%	19	18%
76-90%	7	7%	76-90%	9	9%
91-100%	5	5%	91-100%	3	3%



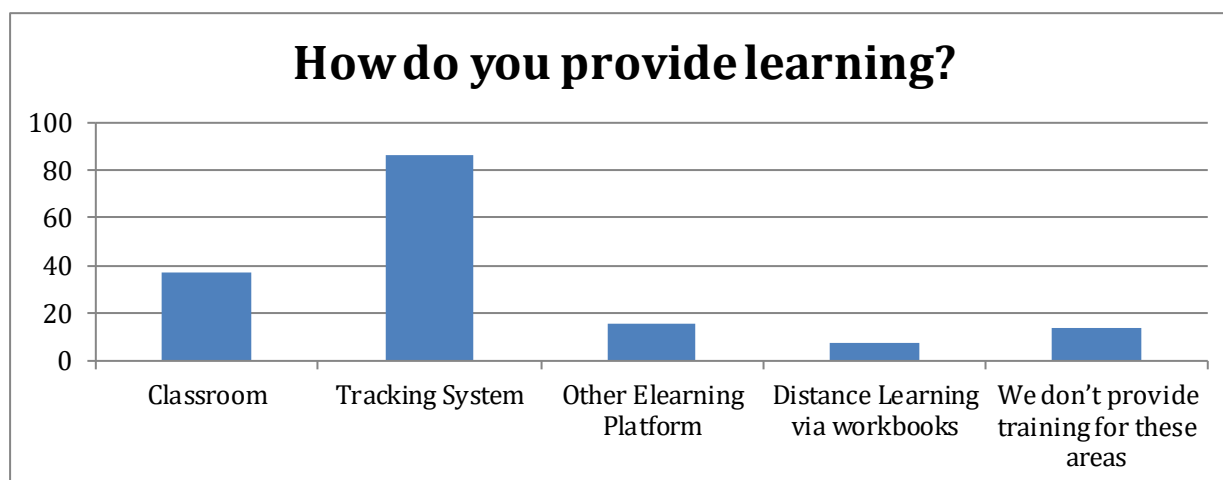
<sup>1</sup> Average based on 106 organisations with a combined total of 623,500 staff (at mid-point on each scale) = 5882 staff per organisation.

The above chart demonstrates that there is still a considerable need to provide staff with basic, digital literacy level skills and that in fact **the need has increased 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 digital literacy level skills is likely to remain high for some considerable time. The more we engage with Social Care organisations the more we discover that the general levels of IT literacy are low with many only just commencing the process of implementing technology-based reporting solutions.

## Training Methods (Q7)

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.



## Access to hosted learning content (Q8)

The respondents were provided with a list of four statements encouraging them to indicate how learners within their organisation accessed elearning. The statements were not mutually exclusive, so respondents were able to respond to multiple options. The responses are shown below.

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

Statement	Responses
Our learners currently access their elearning on multiple platforms	74
Our learners can access all their learning from one learning platform already	19
Our learners have to access clinical content from a different platform to other elearning	38
Our learners would prefer one place to access all their elearning - clinical and non-clinical	42

As can be seen, only a small proportion of learners within organisations (19) are currently able to access all of their elearning from one platform.

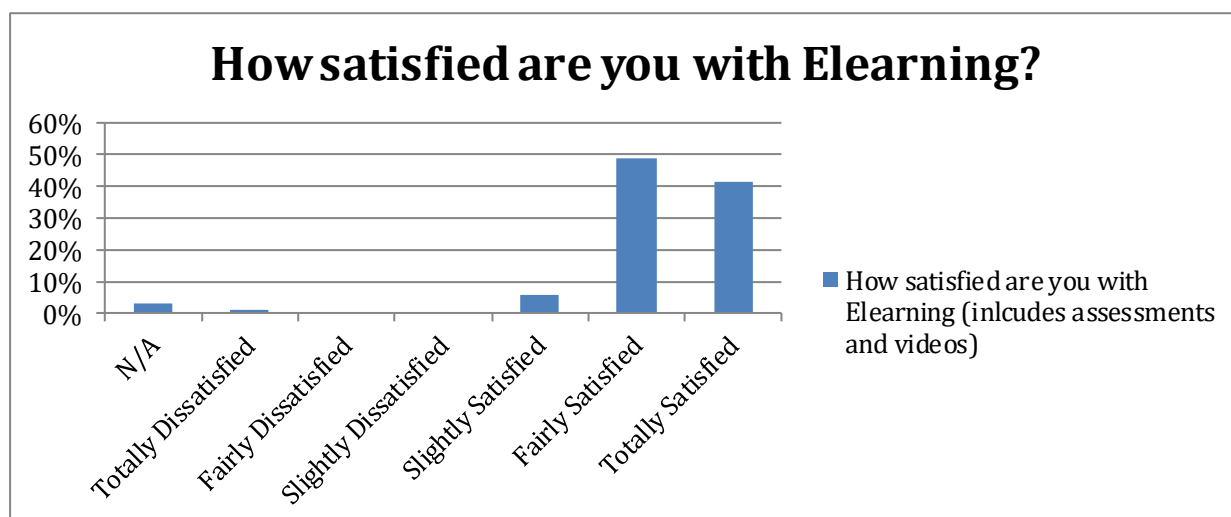
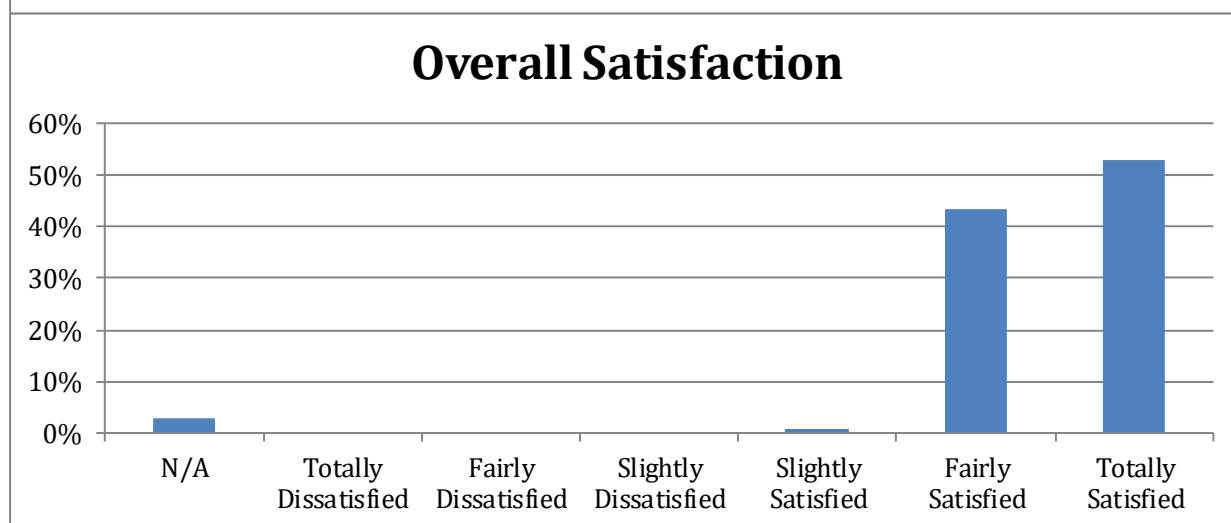
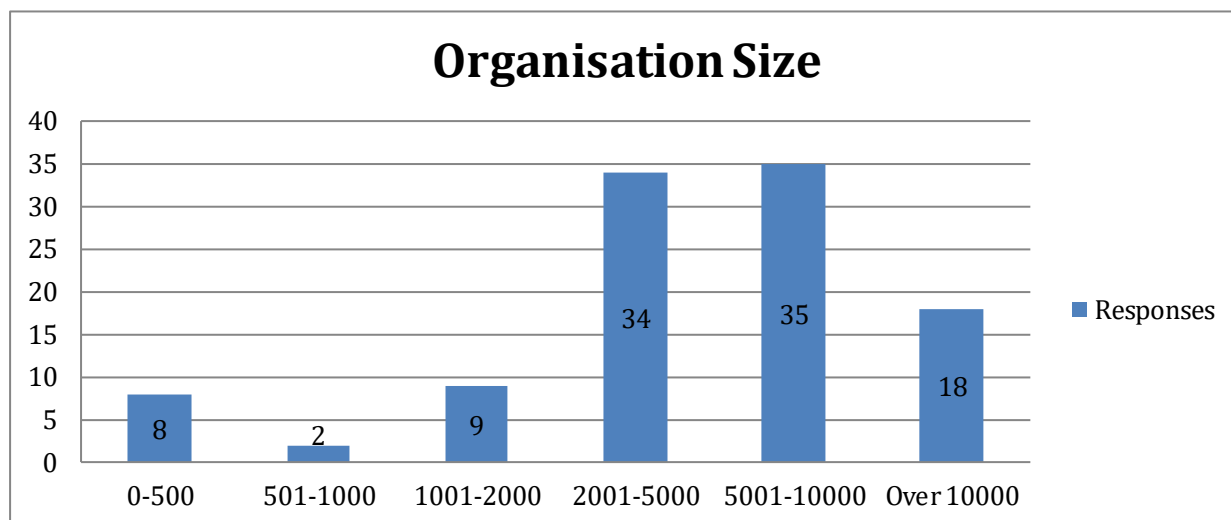
## Organisational Training Capability (Q9)

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

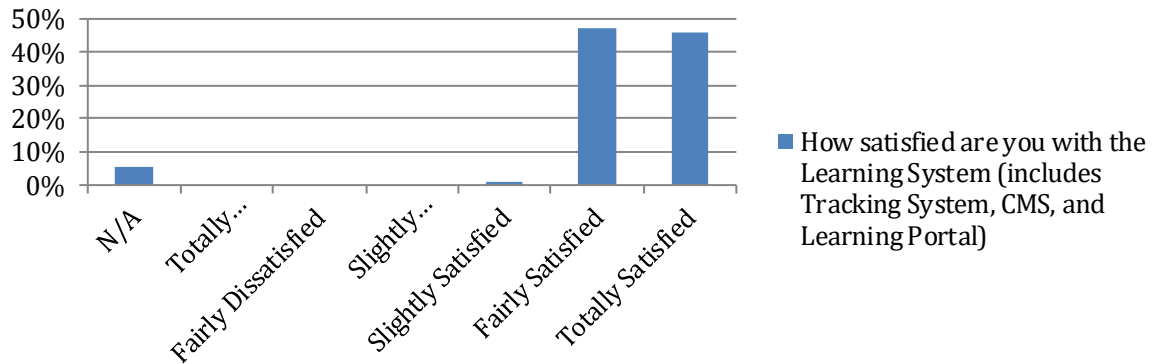
As can be seen, the positive statements about central standards, funding, provision and support **far outweigh** the other statements. There is also still significant interest from centres in finding out more about hosting local content with us via CMS. We will be following up on this interest with each of the centres. Also of note is there is still a strong desire better links 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	79
My team have the ability, skills and resources to develop our own in-house elearning for MS Office and essential IT Skills	32
My team DO NOT have the ability, skills and resources to develop our own in-house elearning for MS Office and essential IT Skills	58
My organisation provide me with funding for external elearning development for MS Office and essential IT Skills	9
We would be interested in hosting existing elearning on the Tracking System	19
My organisation does not provide any funding for for developing our own elearning provision for MS Office and essential IT Skills	45
We would be interested in developing new elearning that could be hosted on the Tracking System	24
Having a central team to assist us with the use of the IT Skills Pathway products is essential	74
Central funding is essential - we would not be able to deliver IT training to a sufficient standard without it	53
My organisation would not fund an alternative IT training programme	36
Being able to network with other centres is important	54
If there was no central provision, we would fund our own programme instead	7
We like knowing that we work to a national standard	76
Local standards are more important that national standards	5
I would not be able to offer training to the same standard if central team didn't exist	50
We are only funded to deliver training on clinical systems. The central provision is all we have for generic IT skills training	37
We would like to know more about the Content Management System (CMS) for hosting our own elearning	17

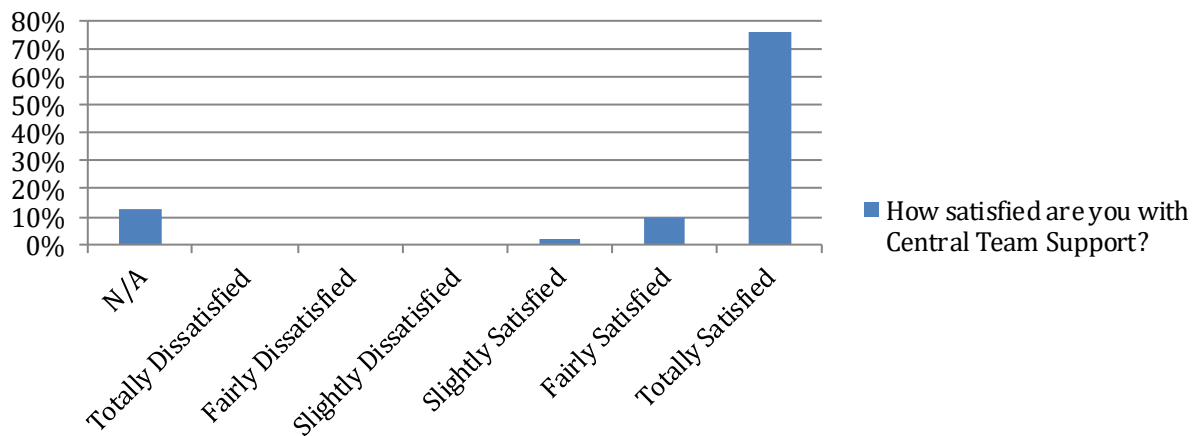
## Appendix 1



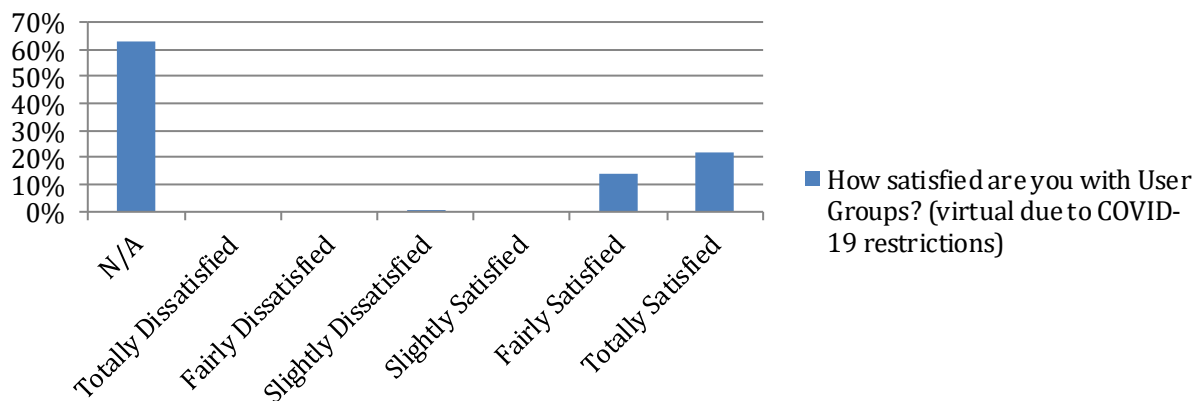
### How satisfied are you with the Learning System (includes Tracking System, CMS, and Learning Portal)

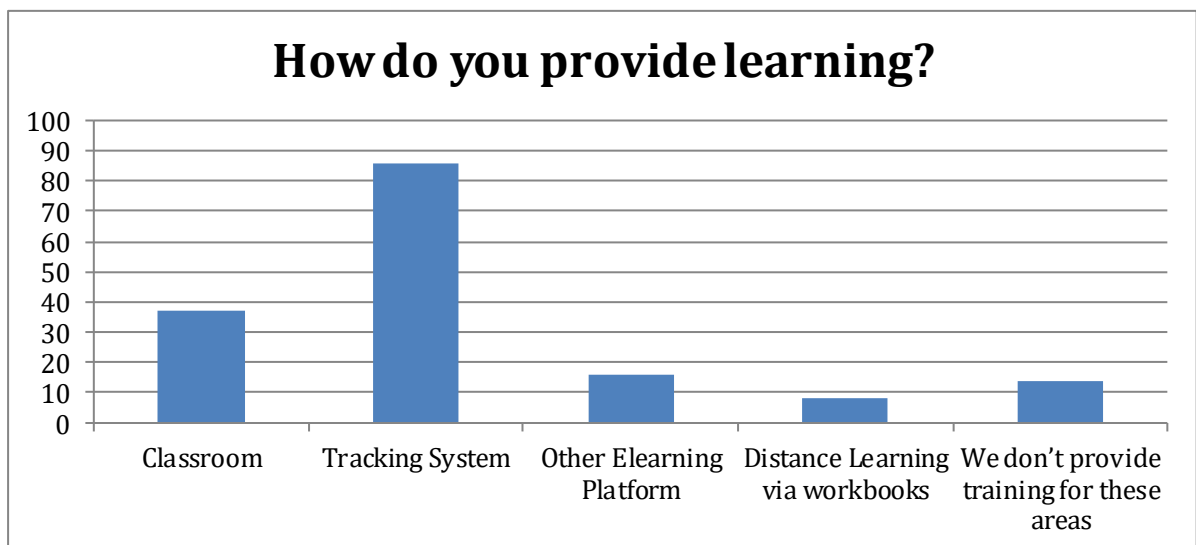
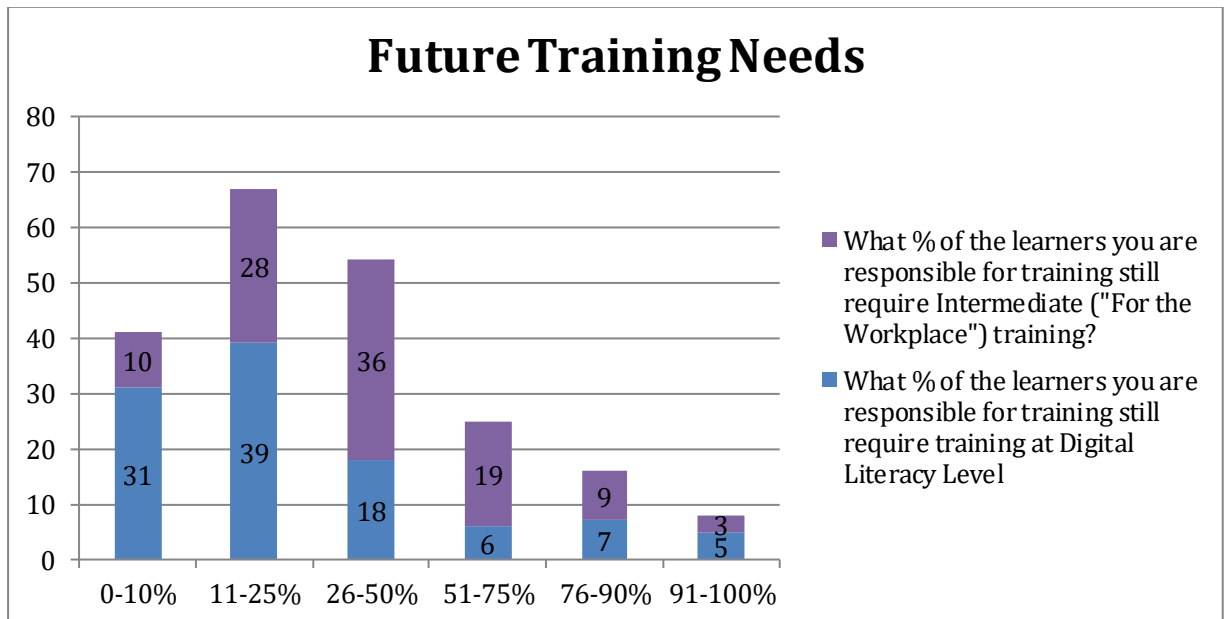
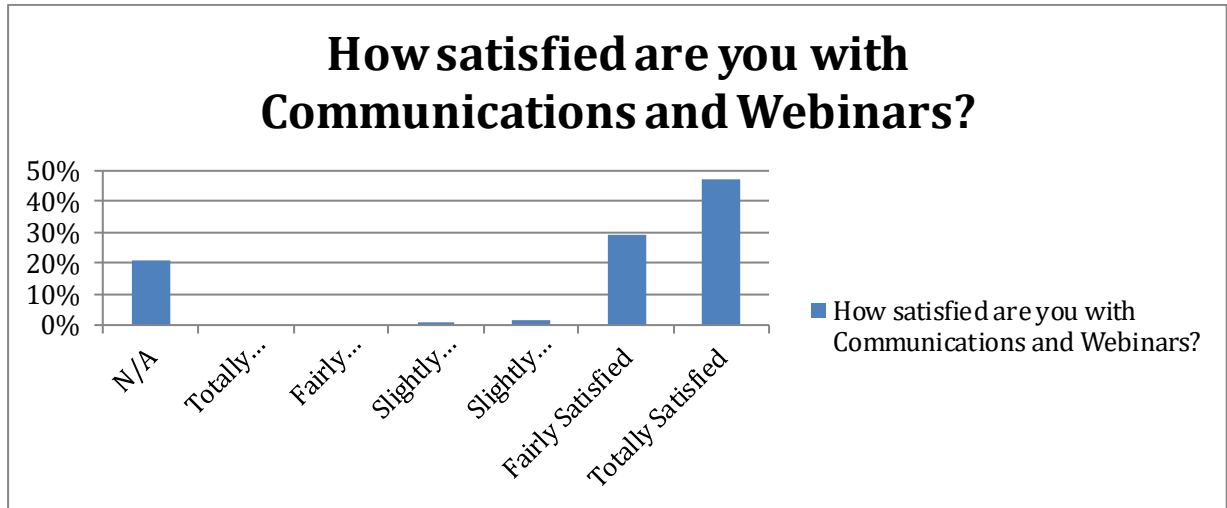


### How satisfied are you with Central Team Support?

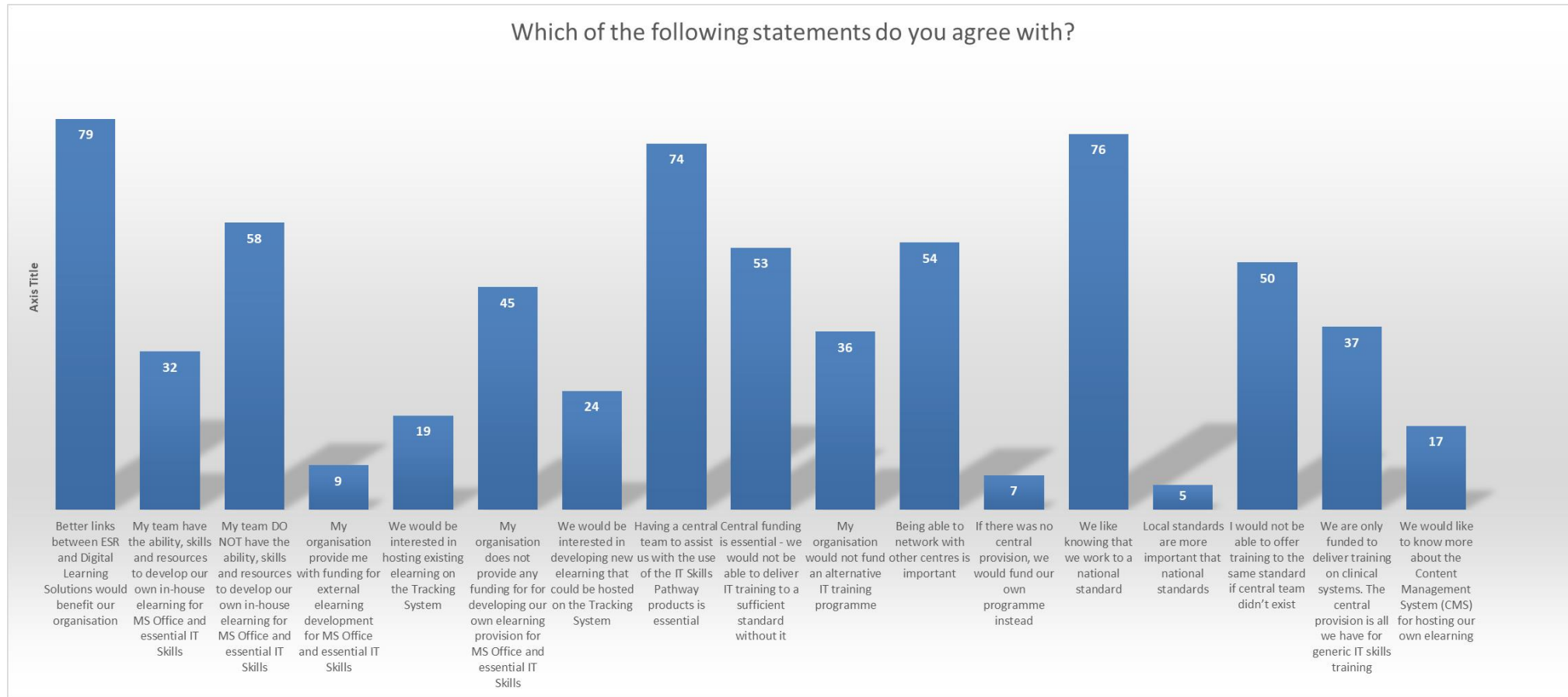


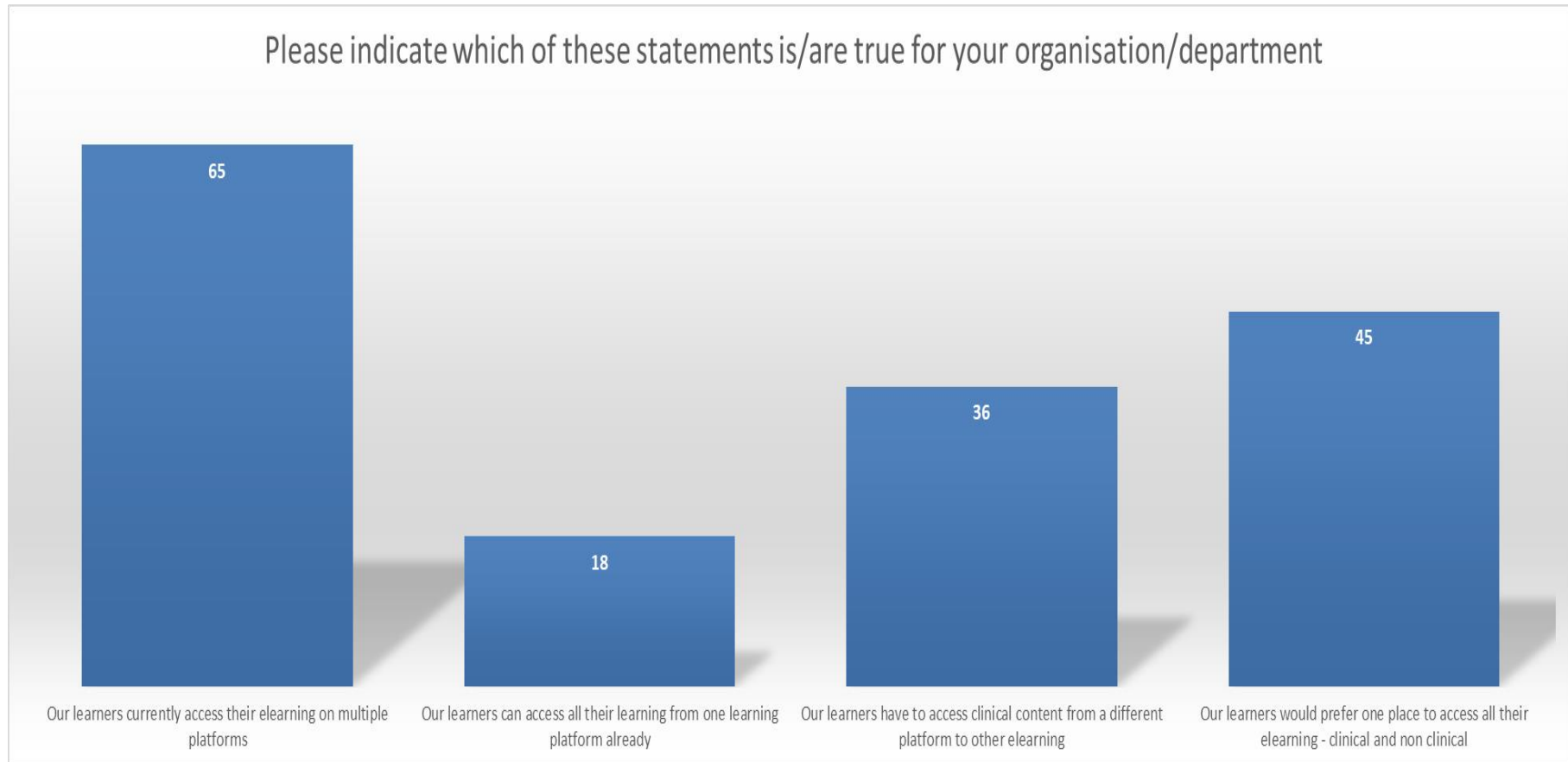
### How satisfied are you with User Groups? (virtual due to COVID-19 restrictions)













*Health Education England*