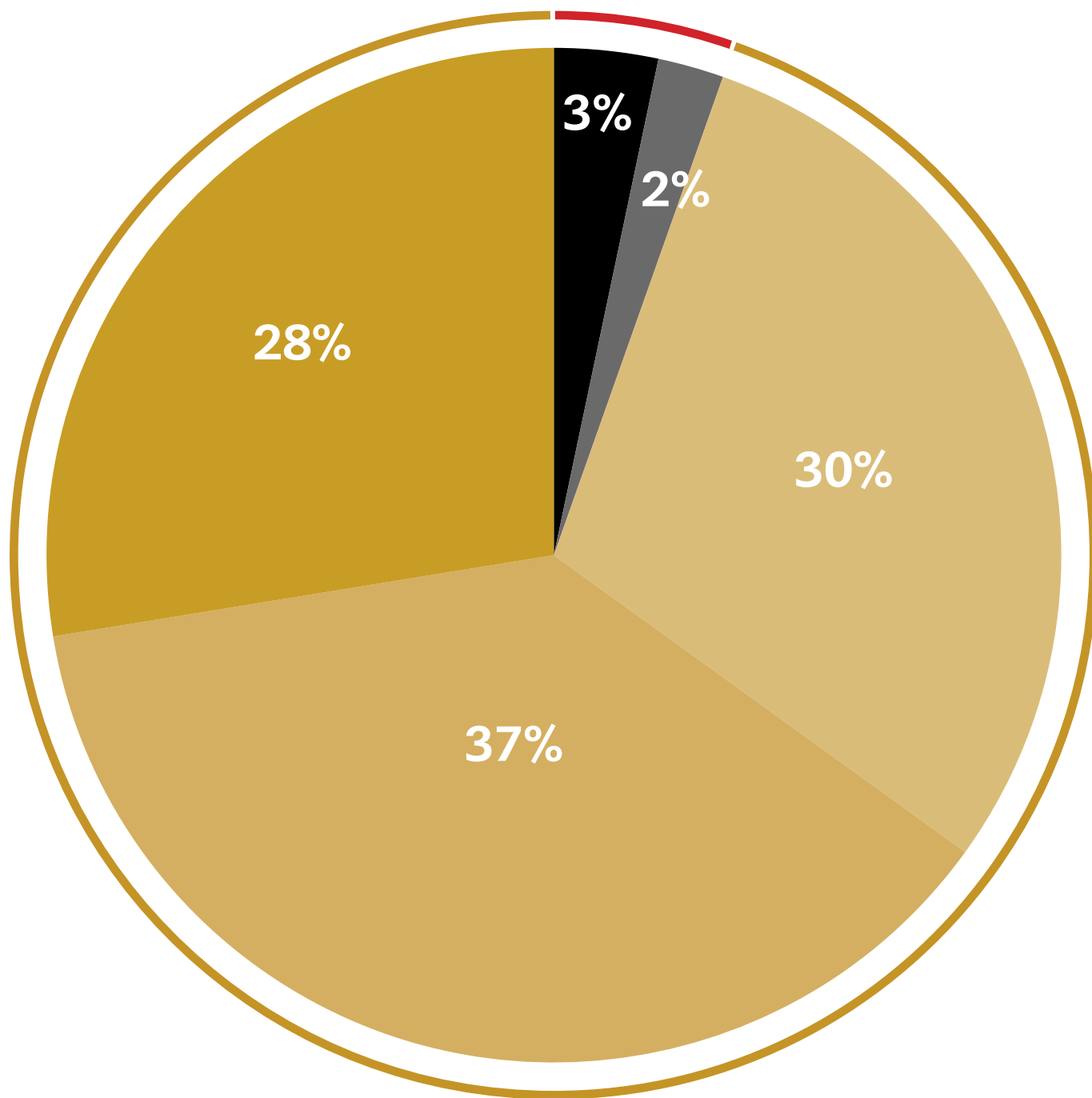


eLearning user feedback

Overall rating (content and design)



Feedback on the ServiceIQ eLearning units has been overwhelmingly positive, with only 5% of users giving a negative rating.

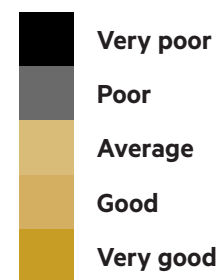
The number of responses to our survey as of April 2019 is just over 3,200, so the data we have can be considered robust and indicative of the majority of users.

While the rating system has given us hugely positive feedback, there is feedback in the free text fields that we will use to improve our product.

Feedback was gathered using a survey at the end of each eLearning course. Ratings were gathered separately for content and design and were combined for this chart.

The feedback survey questions are as follows:

- ▶ How do you rate the content of this Student Learning Material?
- ▶ How do you rate the visual design of this Student Learning Material?
- ▶ What did you like most about this Student Learning Material? (free text field)
- ▶ Is there anything you didn't like about this Student Learning Material? (free text field)
- ▶ Do you have any ideas for how this Student Learning Material could be improved? (free text field)
- ▶ What device did you view this Student Learning Material on? Select all that apply. (*Mobile, desktop, laptop, chromebook, tablet, other*)



Device used



It's clear from this data that most students use a desktop computer, chromebook or laptop, and that most students only use one device.

This supports our decision to design primarily for desktop sized screens and treat other screen sizes as secondary.

Number of devices used

