

Using Surveys in **SharePoint** for Training

SharePoint Surveys to Support Training

As training and development professionals, we work very hard on creating and implementing programs to enhance the knowledge and skills of our employees. But how do we know how our programs are received? One of the best tools we have to find out this information is by survey. Summative evaluations, based off Kirkpatrick's Four Levels of Evaluation, are given after a training is provided and are used to determine the effectiveness of a course.

Objectively analyzing the effectiveness and impact of your training is essential so that you can make necessary improvements in the future. This step helps identify not only employee satisfaction, but also gives immediate feedback, measures the performance of your learning providers, courses, locations and learning methodologies, as well as helping to control costs and identify how to strategically spend your budget dollars.

The following white paper will identify a tool that provides all the capabilities to successfully employ level one of Kirkpatrick's Four Levels of Evaluation: Surveys.

Survey Says

There are many ways to collect feedback — from printed surveys to personal interviews. As a training manager, it is important to find a tool that will give you the information you need in an easy to manage, straight forward way.

Did you know that you probably have the perfect survey tool right in your back pocket and didn't know it? Over 80 percent of Fortune 500 companies use SharePoint but only a small percentage use even a portion of its capabilities. Using surveys in Microsoft SharePoint is a hidden gem that we will share more about with you in this paper.

Create a SharePoint Survey in Four Steps

Step One: Ensure the 'Team Collaboration Lists' features is activated.

As an administrator, navigate to 'Site Settings' -> 'Site Features.' Scroll down the list and ensure that the 'team collaboration lists' feature says 'Active.' If it doesn't click 'Activate.'

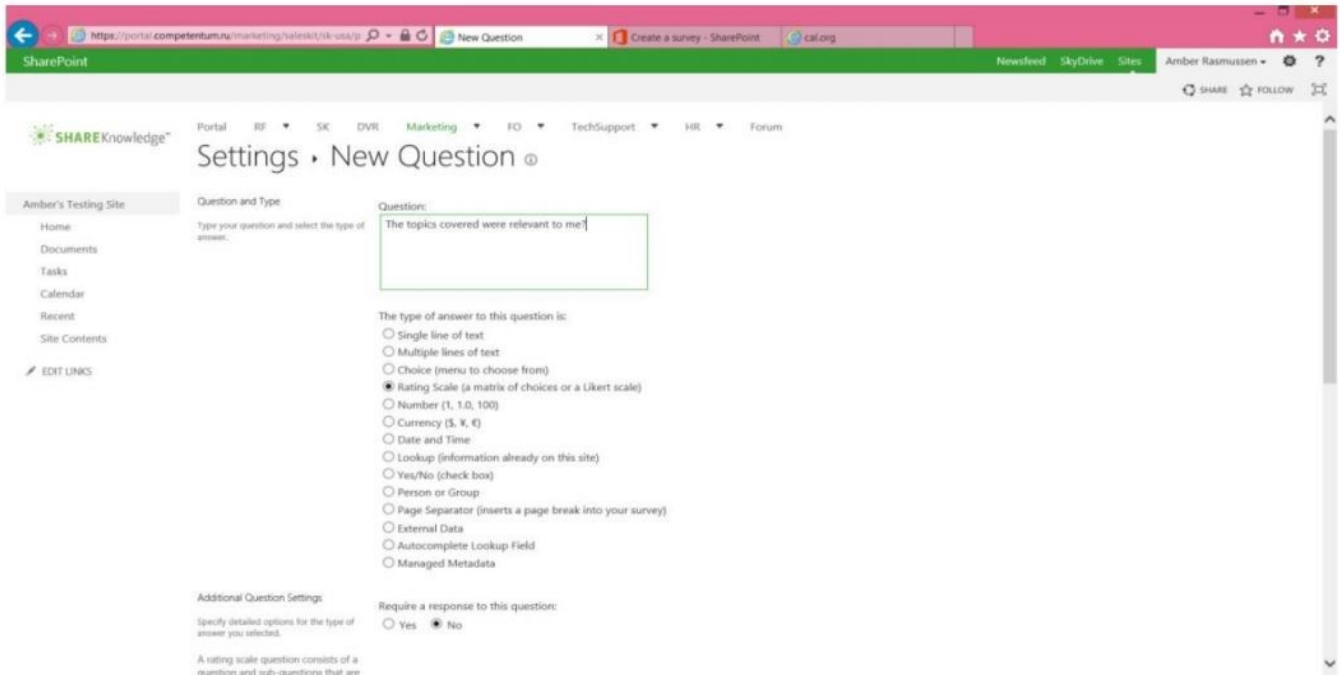
Step Two: Create a new survey list from the 'create' menu

Now that the relevant feature is activated, you should now be able to add an application from the 'site contents' menu item. Once on the menu select 'Survey' and call the list 'Training Survey.'

Step Three: Add questions to your survey

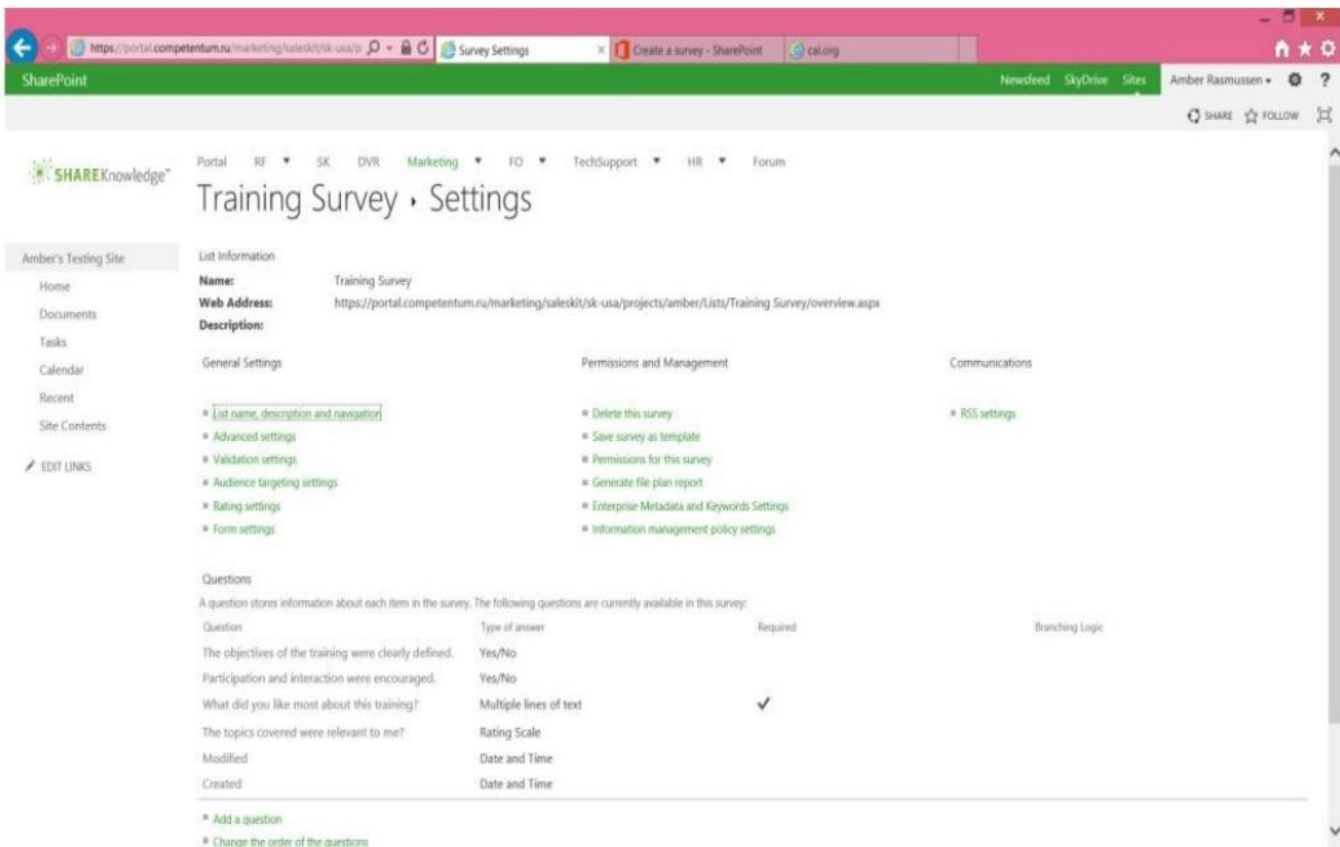
It's time to add some questions about the employees training needs. You can obviously select your own questions and choose the relevant answer type (e.g., yes/no, text, number, radio list, etc.).

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Step Four: Configure your survey

As this stage you may be totally happy with the survey and it's ready to go. However, there may be a few things you want to do from here.



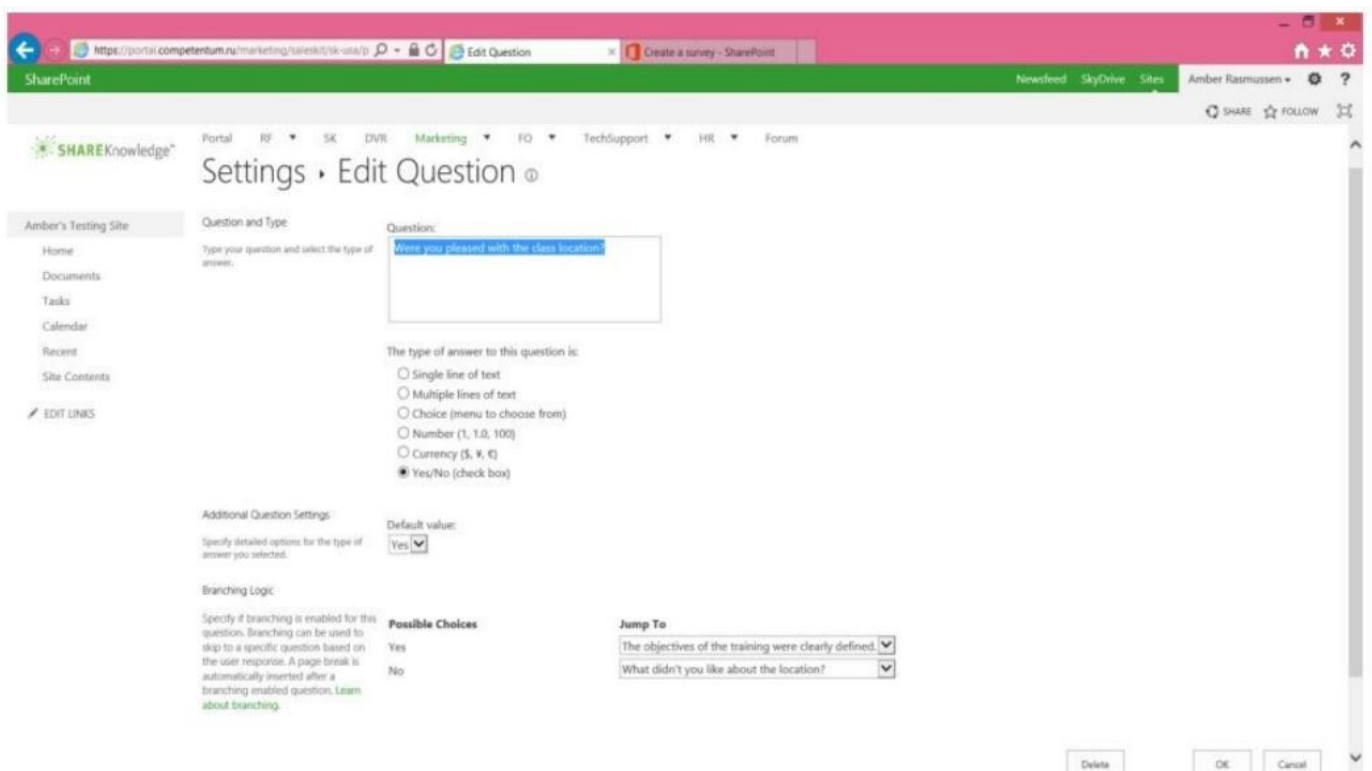
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Navigate to the survey settings page and let's deal with permissions and branching logic.

Branching Logic

Branching enables you to do some simple conditional testing of an answer. For example, if you ask "Were you pleased with the class location?" based on a "yes" answer you can take them straight to question 3 and skip the "What didn't you like about the location" question.

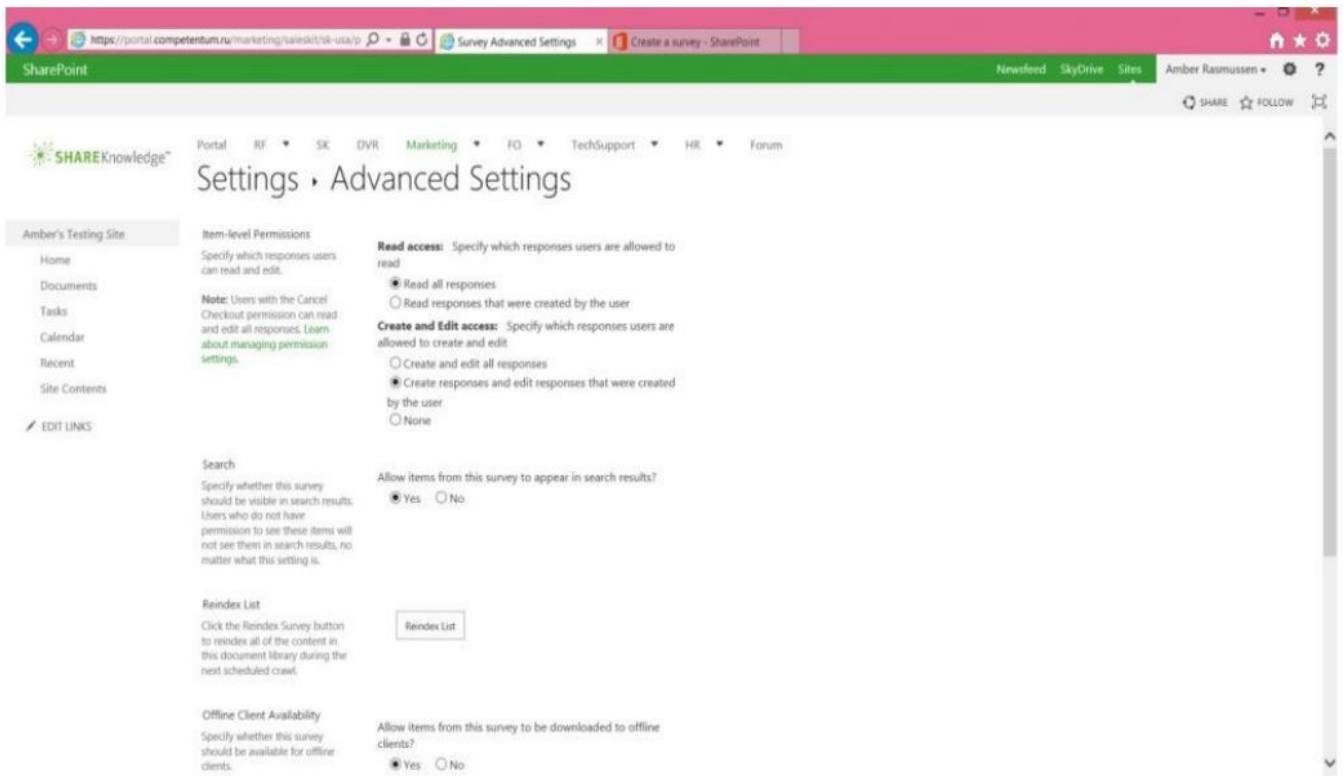
To setup branching select the question you want to branch from in the 'Survey settings' page. From there it's fairly straight-forward. Below is an example.



Advanced Settings

One final group of settings that you may want to make is around who can edit and view the answers when they are input. This can be quite important if you do not want a user who has responded to be able to see all the other users' answers. The settings below illustrate this. You may also want to turn off search crawling if you don't want the answers to appear in search results.

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Now that you've completed your survey, there are a variety of ways you can let people know about it from sending a link to adding an announcement about it, blogging, or linking to it from other sites. Once users start completing the survey, you can see their responses in a bar chart or as list items.

Key Benets of using SharePoint Surveys

- Create customizable surveys to fit your needs
- Familiar interface for end users – no need to learn a new application
- Ability to export survey results to Excel, view a an RSS feed, or get an email alert
- Several options for capturing survey responses
- Graphical display of responses
- Ability to save user data with the survey or capture the results as anonymous
- Allows individuals to submit multiple responses, or limit each user to a single response
- Longer surveys can be broken up over multiple pages
- Data are stored in your own environment and not linked out to an outside vendor

Tips and Tricks for an Effective Survey

Developing a good survey

The key to obtaining good data through a survey is to develop a good survey questionnaire. Here are a few tips and examples to keep in mind:

- Tie your questions to the objectives of the training.
- Avoid creating a survey that is too long or too complicated.
- Determine which type of questions to use and when. Structured questions offer the respondent a closed set of responses from which to choose. Use when you have a thorough understanding of the responses so you can appropriately develop the answer choices and when you are NOT trying to capture new ideas or thoughts. E.g., do you feel the subject matter was relevant to the training course? Answer: True or False. Non structured questions are great to use when you're trying to capture new information. E.g., What did you like best about this training course?
- Use clear and concise language and start questions with who, what, why, when or where.
- Check for bias. Be sure you are not asking leading questions. An example would be "do you agree that additional training is necessary?"

Once you created your survey, consider these additional questions:

Who has permissions to take this survey? Are the results of individual answers visible for everyone?

You can tailor your survey to suit your individual needs. All of these types of issues can be adjusted by making edits in the survey settings section.

Tracking the performance of your training is crucial so that you can empower your employees to further increase their skills which will in turn help maintain a competitive advantage for your company. Knowing what is working and what is not plays an important part of a training manager's duties, which is why SharePoint surveys is the perfect solution to provide this information.

With the addition of ShareKnowledge learning management system - the LMS which works as a part of SharePoint - you can take your surveys one step further by incorporating them into a compound course. Once a person takes a course within the LMS, a survey will launch automatically in a given time after completion, making it as thorough and seamless as possible.

We hope you enjoyed this eBook and found the information we provided helpful. If you would like to learn more about ShareKnowledge, please click on the link at the bottom of this page.

