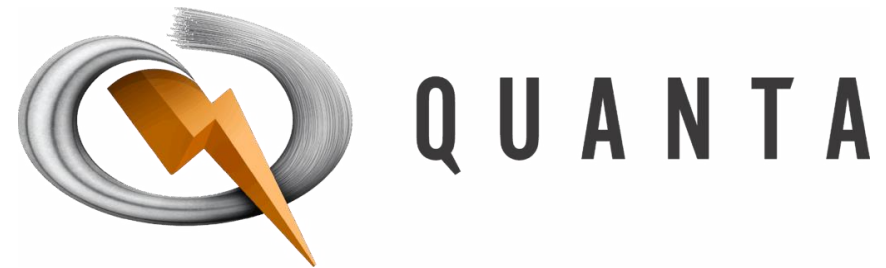


# Quanta PWR Skills: Communication

## Formative Course Evaluation

*Feedback Survey Results & Course  
Improvement Recommendations*



# Quanta PWR Skills: Communication | Formative Course Evaluation

Q1+Q2: Quantitative Feedback Measures	Q3: Qualitative Feedback Overview	Q3: What's missing according to passives?	Q3: What's missing according to detractors?	Q4: Qualitative Feedback Overview	Q4: What should be removed according to passives?	Q4: What should be removed according to detractors?	Q5: Qualitative Feedback Overview	Q5: Additional feedback from passives	Q5: Additional feedback from promoters	Feedback Summary & Recommendations for Course Improvement
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## Summary

Of the 1,560 learners who registered for the communications course, 280 completed (17.9%). Within course completers, 263 learners (93.9%) provided feedback on the course through a five question survey. Two quantitative questions and two qualitative questions were asked in addition to an open ended "additional feedback" field.

The average **overall rating of the course was 4.56 out of 5**.

Additionally, learners rated **understanding and confidence in their ability to communicate as a project manager at a 4.54 out of 5** after taking the course.

Respondents were categorized into Net Promoter Score (NPS) buckets as "promoters," "passives," or "detractors" based on their overall rating of the course. If they responded with a 5 star rating, they are considered course promoters who will likely enroll in future courses. If they responded with a 4 star rating they are considered satisfied learners but may prefer other training alternatives, If they rated the course 3 or below they are considered unhappy learners who can discourage others from taking the training.

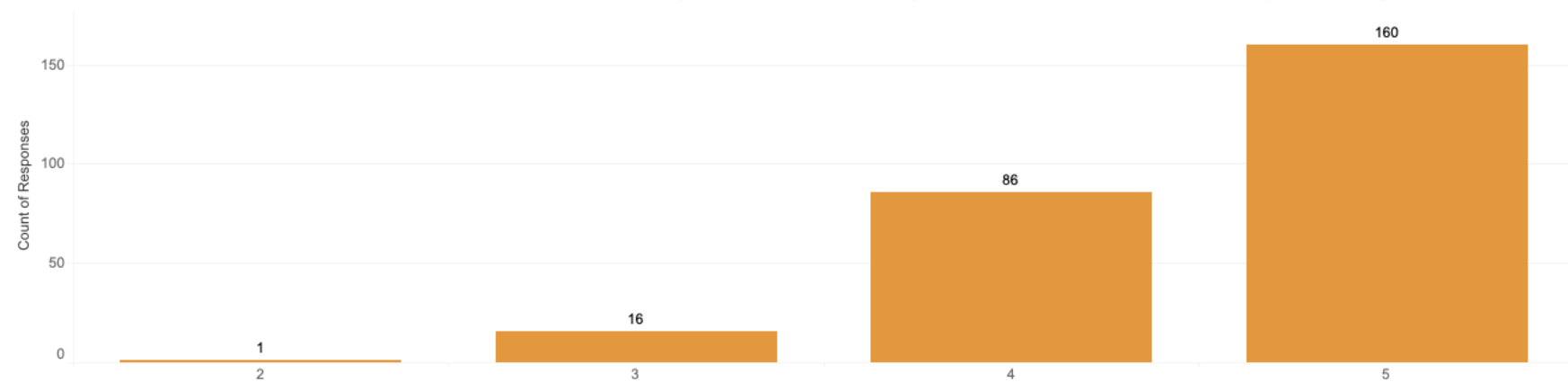
**There are 166 promoters, 82 passive, and 16 detractors. 63% of learners were enthusiastic about the course experience, rating the course 5-stars. Only 6% of learners were unhappy with the course.** Passives and detractors can often provide qualitative insights into opportunities to improve the learning experience.

## Quantitative Feedback Measures

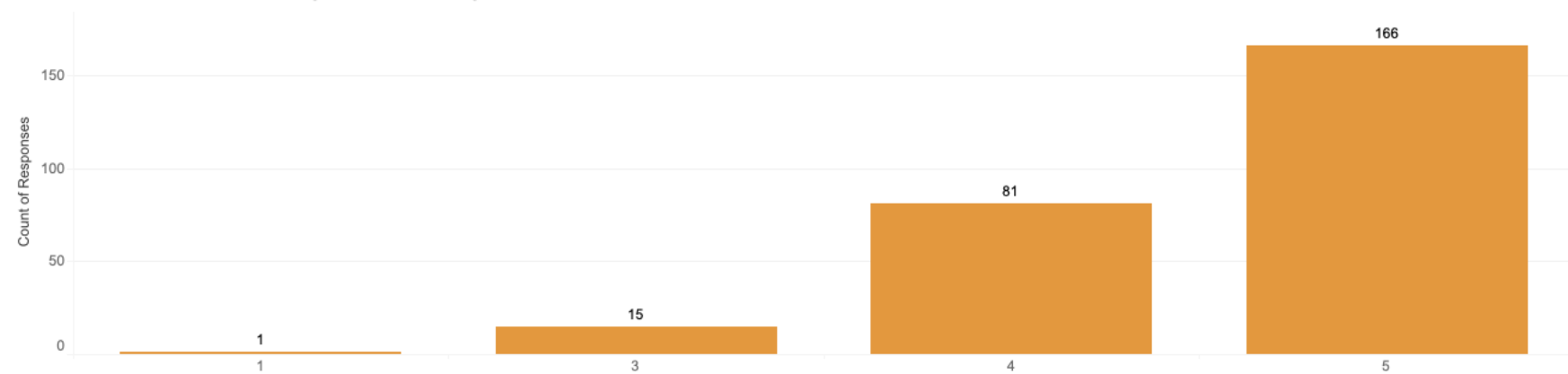
Q1 Rating: (On a scale from 1 to 5, how confident are you at understanding how to communicate as a Project Manager?)

**Avg. 4.54**  
(n = 263)

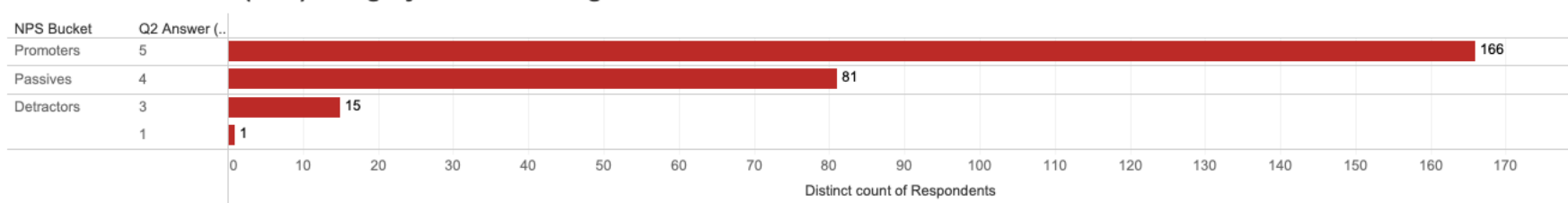
**Q1 Distribution - On a scale from 1 to 5, how confident are you at understanding how to communicate as a Project Manager?**



**Q2 Distribution - How many stars would you rate this course overall?**



**Net Promoter Score (NPS) Category - Overall Rating of Course**



Q2 Rating: (How many stars would you rate this course overall? - Out of 5)

**Avg. 4.56**  
(n = 263)

# Quanta PWR Skills: Communication | Formative Course Evaluation

Q1+Q2: Quantitative Feedback Measures	<b>Q3: Qualitative Feedback Overview</b>	Q3: What's missing according to passives?	Q3: What's missing according to detractors?	Q4: Qualitative Feedback Overview	Q4: What should be removed according to passives?	Q4: What should be removed according to detractors?	Q5: Qualitative Feedback Overview	Q5: Additional feedback from passives	Q5: Additional feedback from promoters	Feedback Summary & Recommendations for Course Improvement
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## Summary

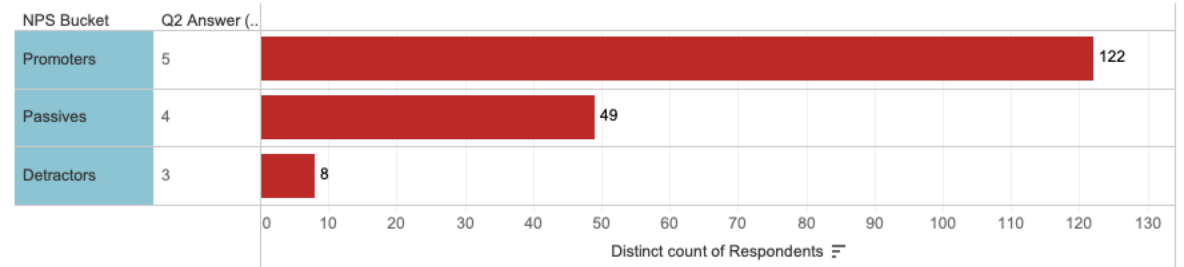
Question three asked respondents to provide qualitative feedback. Responses were examined to identify themes (codes) and thematic categories (code categories). **265 phrases were tagged with thematic codes.**

The data on this slide represents qualitative feedback given in response to question #3: **Do you feel anything is missing from this course? What should be included that may not be?**

Respondents largely indicated there was nothing missing from the course or that the question was not applicable to them. Several respondents indicated a positive experience, citing it was detailed, thorough, and informative. Of those who indicated something was missing the topics mentioned included: Technical Writing, Grammar, Active Listening, Navigating Conflict/Types of Personalities, etc..

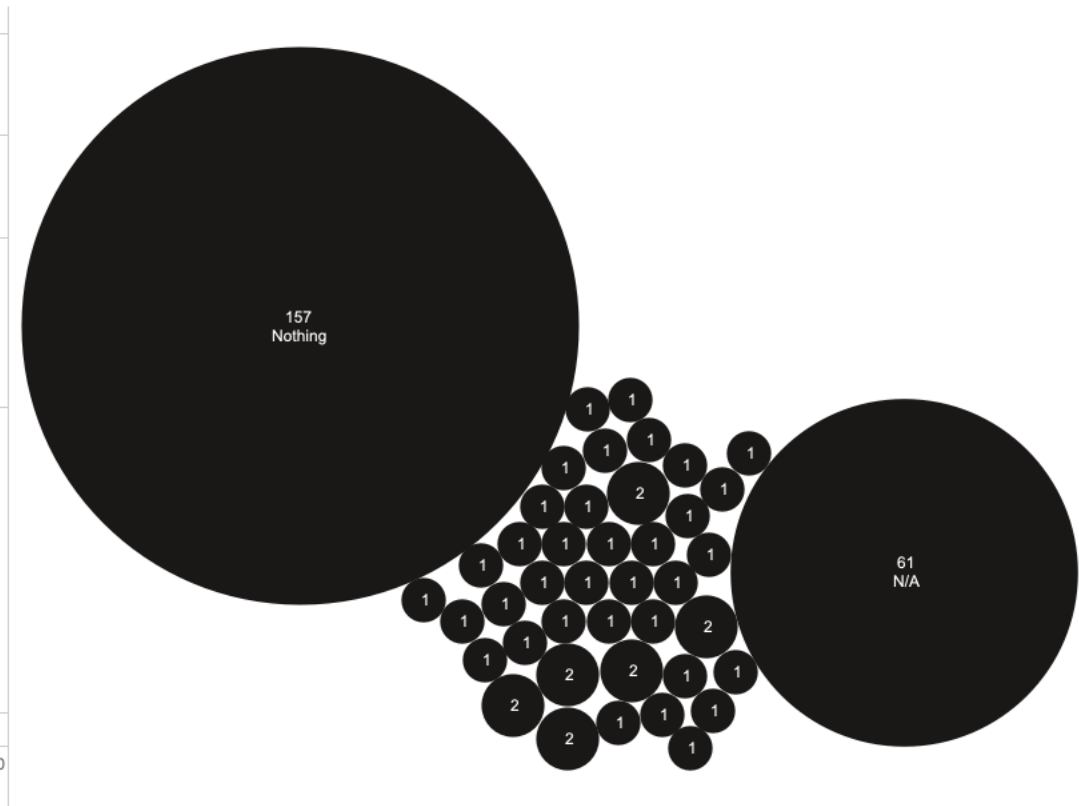
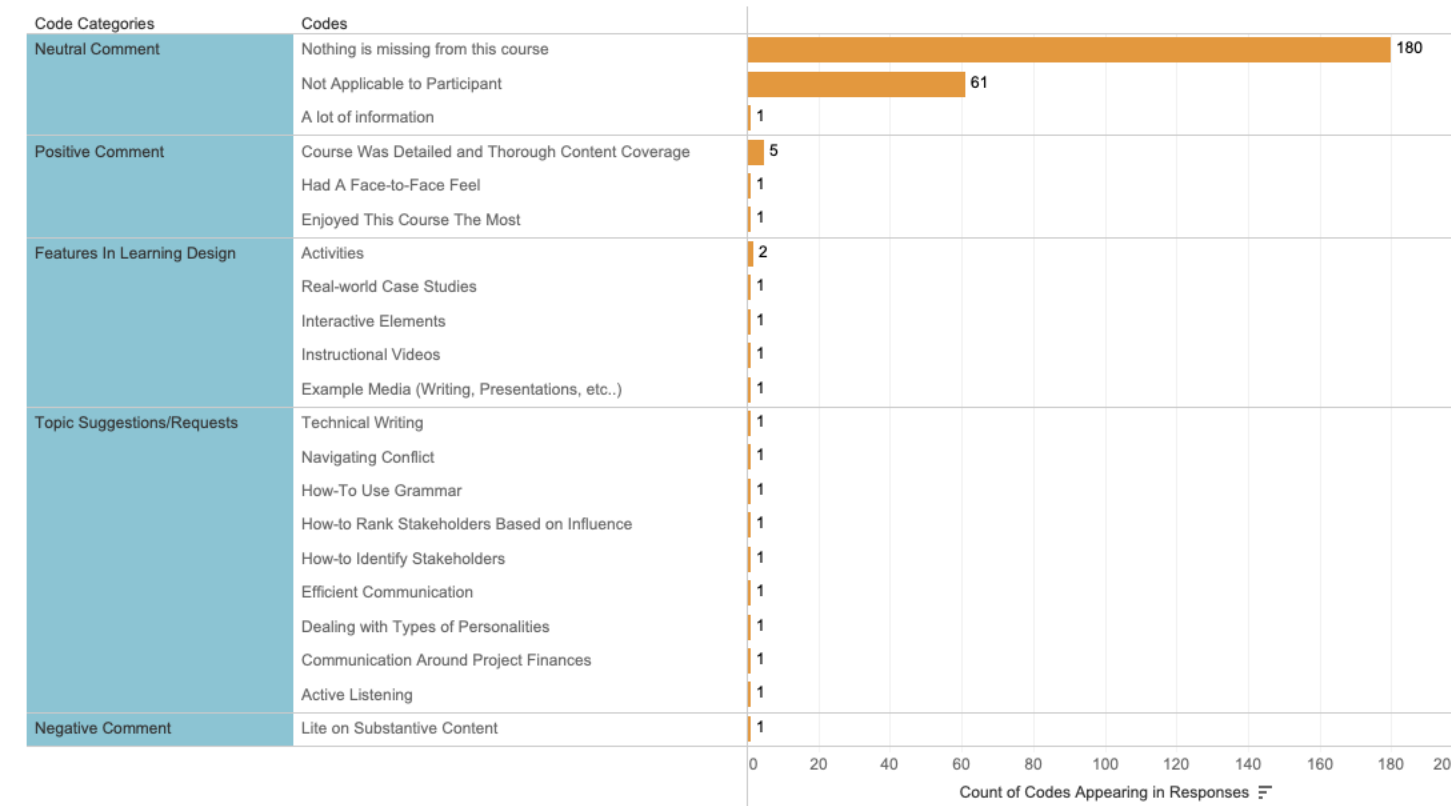
## Net Promoter Score (NPS) Category - Overall Rating of Course

Survey Question Q3 Answer (Do you f..



## Qualitative Feedback Code Counts - Q3 Answer (Do you feel anything is missing from this course? What should be included that may not be?)

## Qualitative Feedback Quote - Q3 Answer (Do you feel anything is missing from this course? What should be included that may not be?)



# Quanta PWR Skills: Communication | Formative Course Evaluation

Q1+Q2: Quantitative Feedback Measures	Q3: Qualitative Feedback Overview	<b>Q3: What's missing according to passives?</b>	Q3: What's missing according to detractors?	Q4: Qualitative Feedback Overview	Q4: What should be removed according to passives?	Q4: What should be removed according to detractors?	Q5: Qualitative Feedback Overview	Q5: Additional feedback from passives	Q5: Additional feedback from promoters	Feedback Summary & Recommendations for Course Improvement
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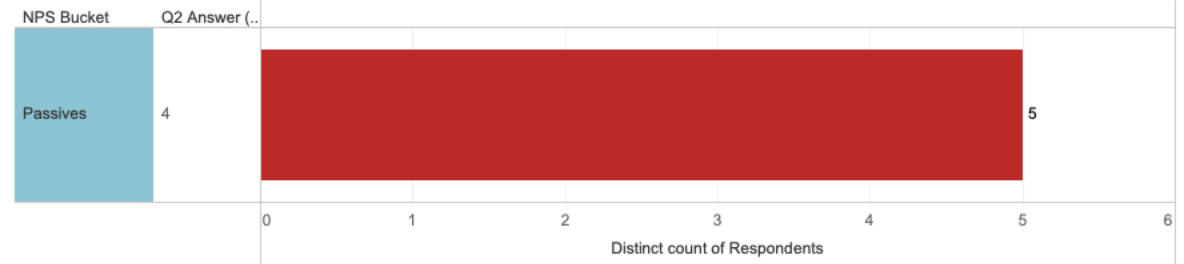
## Summary

The data on this slide represents qualitative **feedback given by passive learners** (overall rating = 4) in response to question #3: **Do you feel anything is missing from this course? What should be included that may not be?**

Passive respondents mentioned missing activities and interactive elements in their responses. They were looking for more interaction, activities, and workbooks. In terms of communications topics, they felt as though "financial aspects of a project," "dealing with different types of personalities," "examples of active listening" and "how to identify stakeholders" were missing from the course.

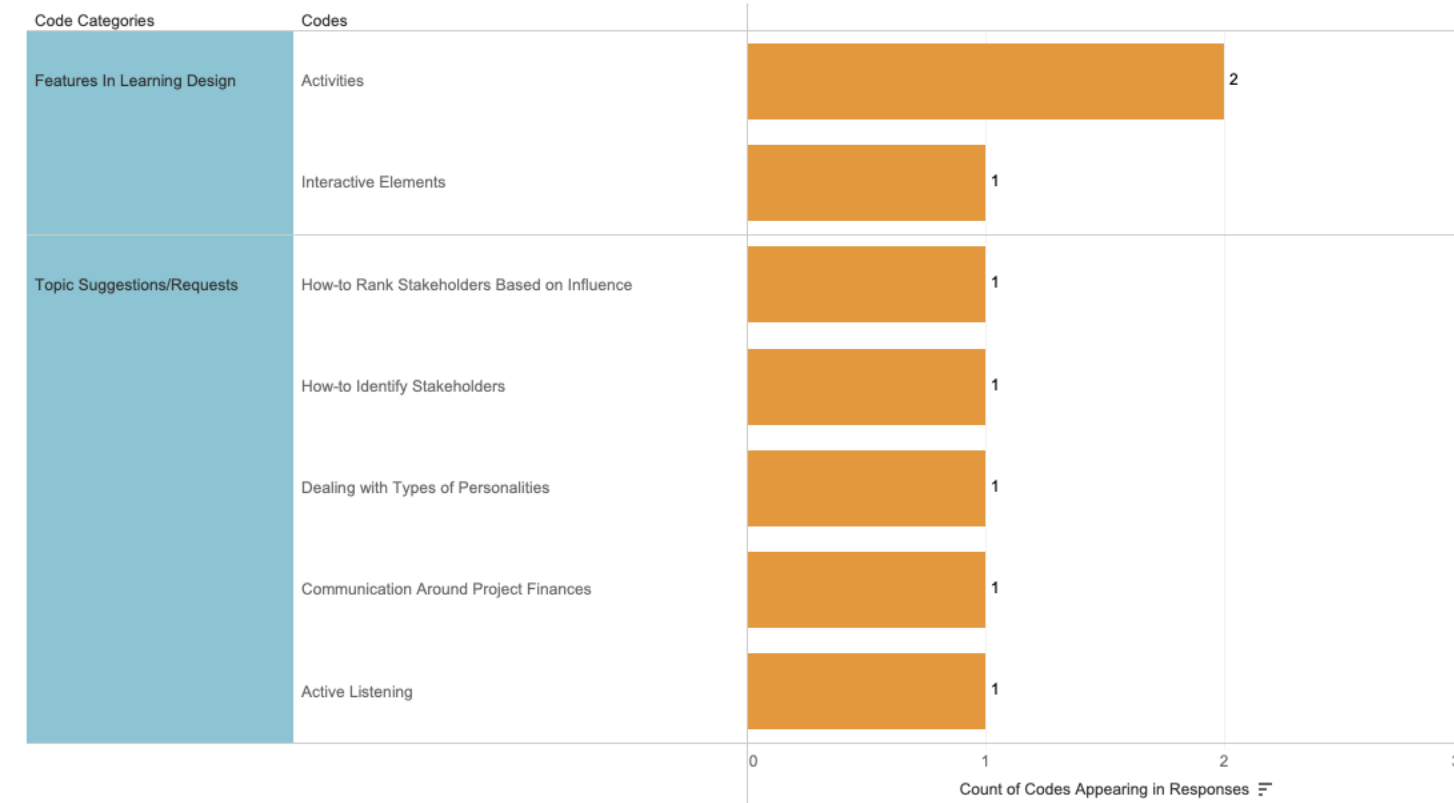
## Net Promoter Score (NPS) Category - Overall Rating of Course

Survey Question Q3 Answer (Do you f..



## Qualitative Feedback Code Counts - Q3 Answer (Do you feel anything is missing from this course? What should be included that may not be?)

## Qualitative Feedback Quote - Q3 Answer (Do you feel anything is missing from this course? What should be included that may not be?)



# Quanta PWR Skills: Communication | Formative Course Evaluation

Q1+Q2: Quantitative Feedback Measures	Q3: Qualitative Feedback Overview	Q3: What's missing according to passives?	<b>Q3: What's missing according to detractors?</b>	Q4: Qualitative Feedback Overview	Q4: What should be removed according to passives?	Q4: What should be removed according to detractors?	Q5: Qualitative Feedback Overview	Q5: Additional feedback from passives	Q5: Additional feedback from promoters	Feedback Summary & Recommendations for Course Improvement
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## Summary

The data on this slide represents qualitative **feedback given by detractors** (overall rating  $\geq 3$ ) in response to question #3: **Do you feel anything is missing from this course? What should be included that may not be?**

Detractors mentioned missing real-world case studies and examples of poor and efficient communication. One of the detractors felt as though there was a lack of substantive content in the course.

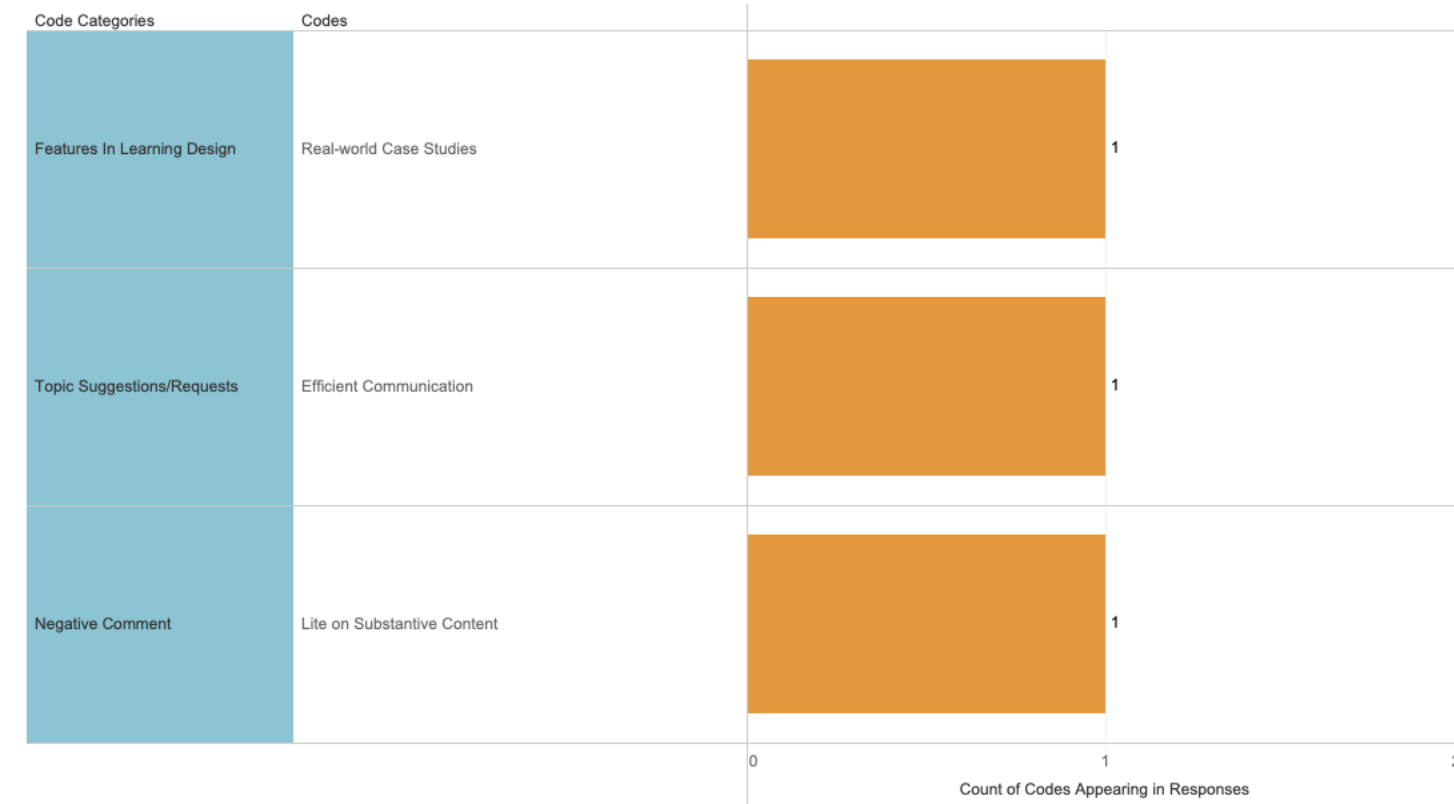
## Net Promoter Score (NPS) Category - Overall Rating of Course

Survey Question  
Q3 Answer (Do you f..



## Qualitative Feedback Code Counts - Q3 Answer (Do you feel anything is missing from this course? What should be included that may not be?)

## Qualitative Feedback Quote - Q3 Answer (Do you feel anything is missing from this course? What should be included that may not be?)



# Quanta PWR Skills: Communication | Formative Course Evaluation

Q1+Q2: Quantitative Feedback Measures	Q3: Qualitative Feedback Overview	Q3: What's missing according to passives?	Q3: What's missing according to detractors?	<b>Q4: Qualitative Feedback Overview</b>	Q4: What should be removed according to passives?	Q4: What should be removed according to detractors?	Q5: Qualitative Feedback Overview	Q5: Additional feedback from passives	Q5: Additional feedback from promoters	Feedback Summary & Recommendations for Course Improvement
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## Summary

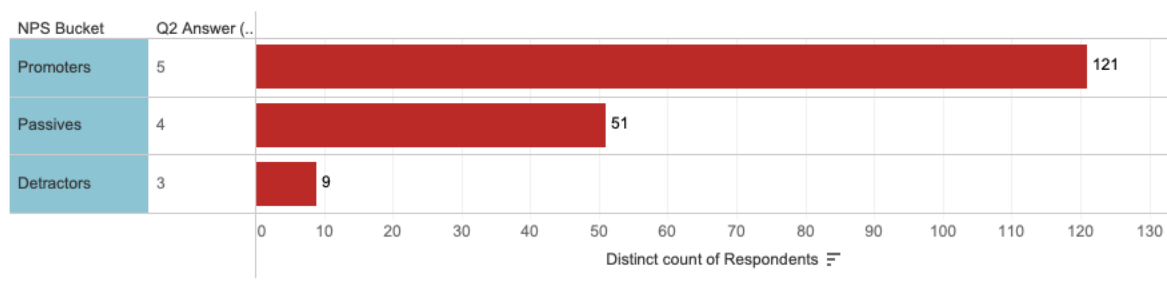
Question four asked respondents to provide qualitative feedback. Responses were examined to identify themes (codes) and thematic categories (code categories). **183 phrases were tagged with thematic codes.**

The data on this slide represents qualitative feedback given in response to question #4: **Do you feel anything should be removed from this course? What is not relevant to your experience as a project manager?**

Respondents largely indicated nothing should be removed or that the question was not applicable to them. Several respondents indicated the information in the course was relevant and important to their practice as project managers. Those with negative comments indicated there may be some repetitive or irrelevant content, that they had technical difficulties with fill-in-the blank knowledge checks, and that mentions of work-life balance should be excluded.

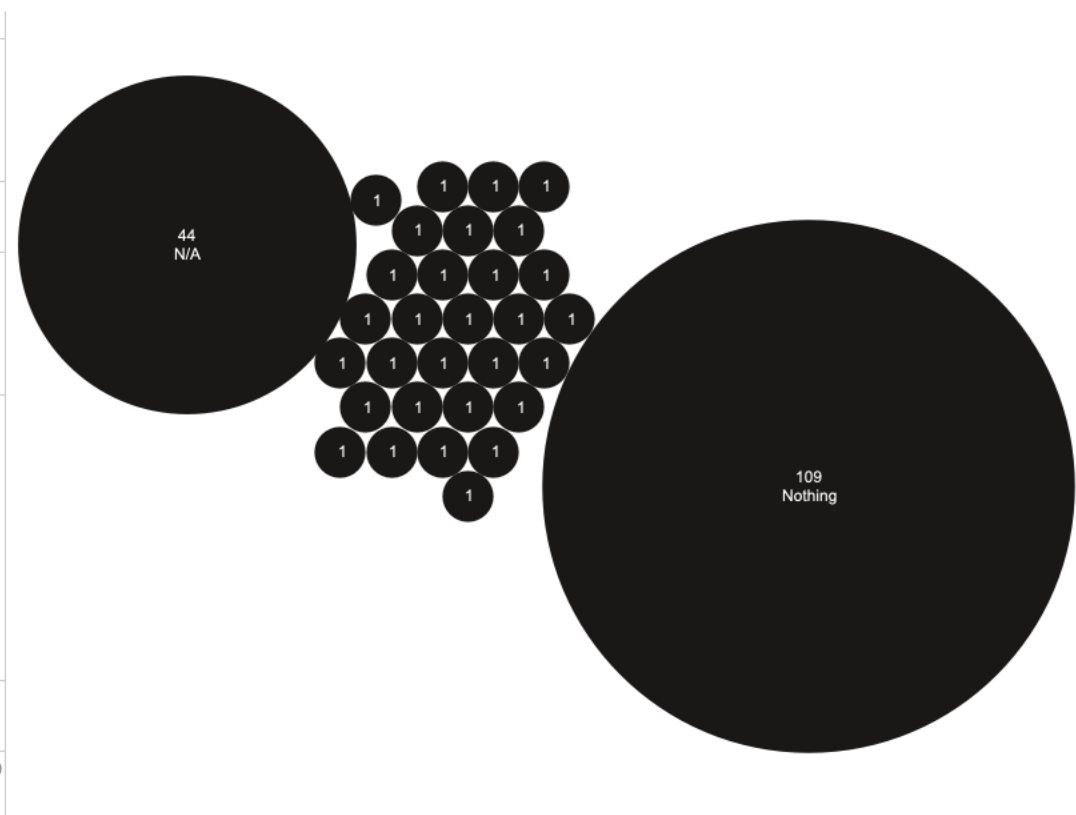
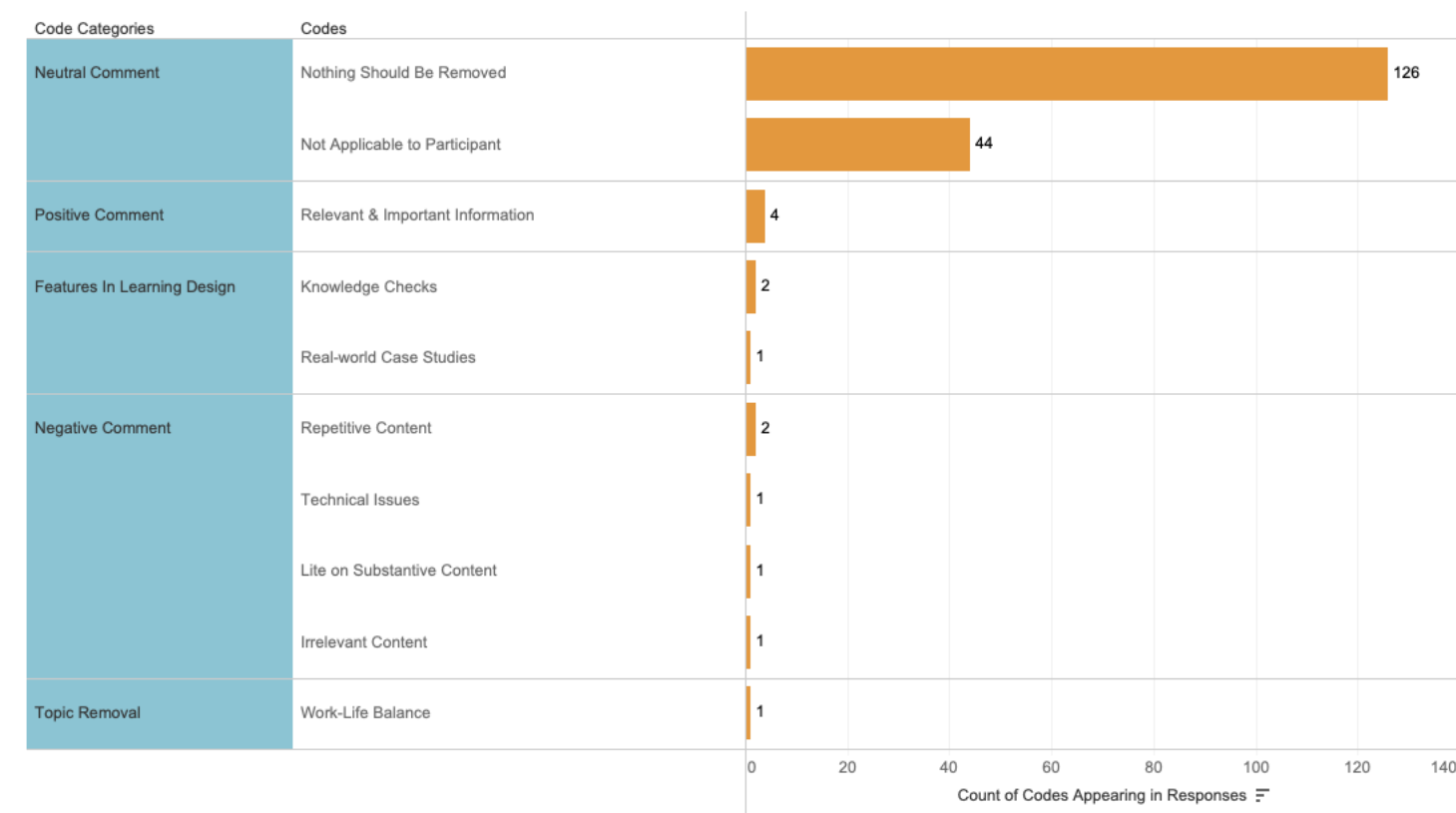
## Net Promoter Score (NPS) Category - Overall Rating of Course

Survey Question Q4 Answer (Do you f..



## Qualitative Feedback Code Counts - Q4 Answer (Do you feel anything should be removed from this course? What is not relevant to your experience as a project manager?)

## Qualitative Feedback Quote - Q4 Answer (Do you feel anything should be removed from this course? What is not relevant to your experience as a project manager?)



# Quanta PWR Skills: Communication | Formative Course Evaluation

Q1+Q2: Quantitative Feedback Measures	Q3: Qualitative Feedback Overview	Q3: What's missing according to passives?	Q3: What's missing according to detractors?	Q4: Qualitative Feedback Overview	<b>Q4: What should be removed according to passives?</b>	Q4: What should be removed according to detractors?	Q5: Qualitative Feedback Overview	Q5: Additional feedback from passives	Q5: Additional feedback from promoters	Feedback Summary & Recommendations for Course Improvement
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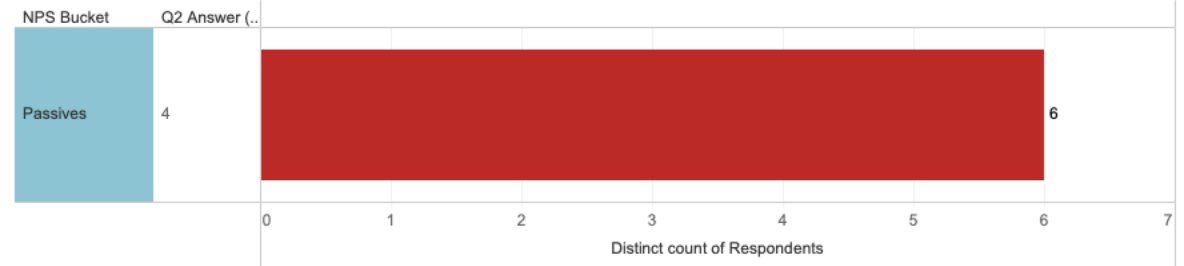
## Summary

The data on this slide represents qualitative **feedback given by passive learners** (overall rating = 4) in response to question #4: **Do you feel anything should be removed from this course? What is not relevant to your experience as a project manager?**

Passive respondents indicated that the knowledge checks may need consideration, specifically that fill-in-the-blank questions were troublesome. Other respondents indicated that some content was repetitive or irrelevant for an international audience.

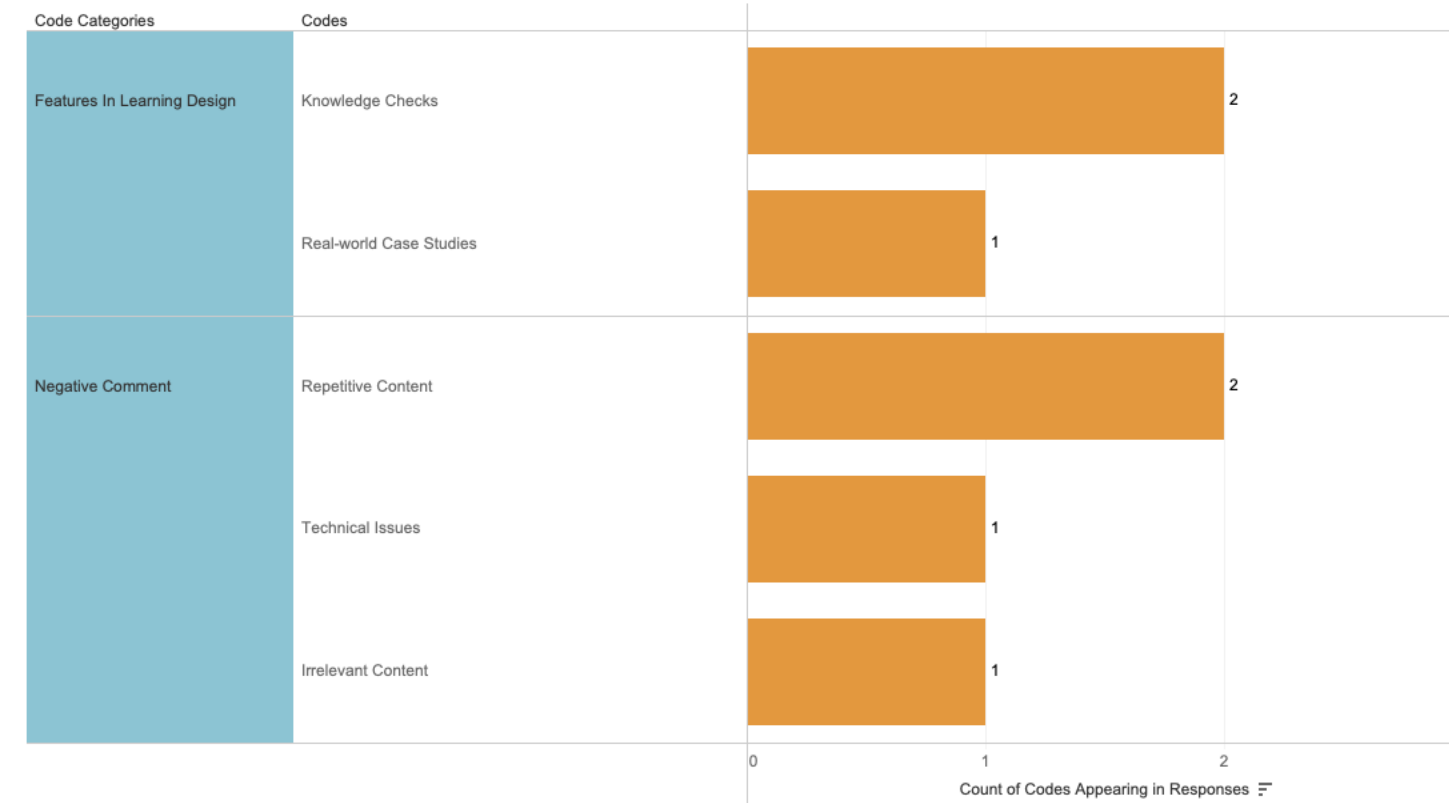
## Net Promoter Score (NPS) Category - Overall Rating of Course

Survey Question Q4 Answer (Do you f..



## Qualitative Feedback Code Counts - Q4 Answer (Do you feel anything should be removed from this course? What is not relevant to your experience as a project manager?)

## Qualitative Feedback Quote - Q4 Answer (Do you feel anything should be removed from this course? What is not relevant to your experience as a project manager?)



# Quanta PWR Skills: Communication | Formative Course Evaluation

Q1+Q2: Quantitative Feedback Measures	Q3: Qualitative Feedback Overview	Q3: What's missing according to passives?	Q3: What's missing according to detractors?	Q4: Qualitative Feedback Overview	Q4: What should be removed according to passives?	<b>Q4: What should be removed according to detractors?</b>	Q5: Qualitative Feedback Overview	Q5: Additional feedback from passives	Q5: Additional feedback from promoters	Feedback Summary & Recommendations for Course Improvement
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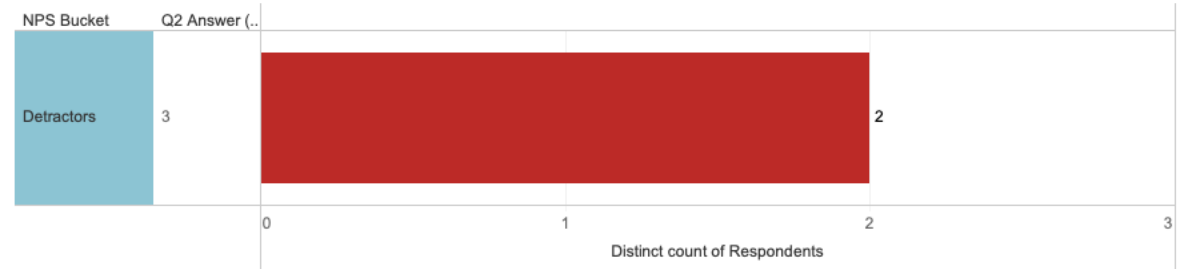
## Summary

The data on this slide represents qualitative **feedback given by detractors** (overall rating  $\geq 3$ ) in response to question #4: **Do you feel anything should be removed from this course? What is not relevant to your experience as a project manager?**

Detractors felt like mentioning "work life balance" as an ineffective tool throughout the course encourages project managers to neglect work life balance. Another detractor felt as though the course didnt have enough content, "it was lite on content as is."

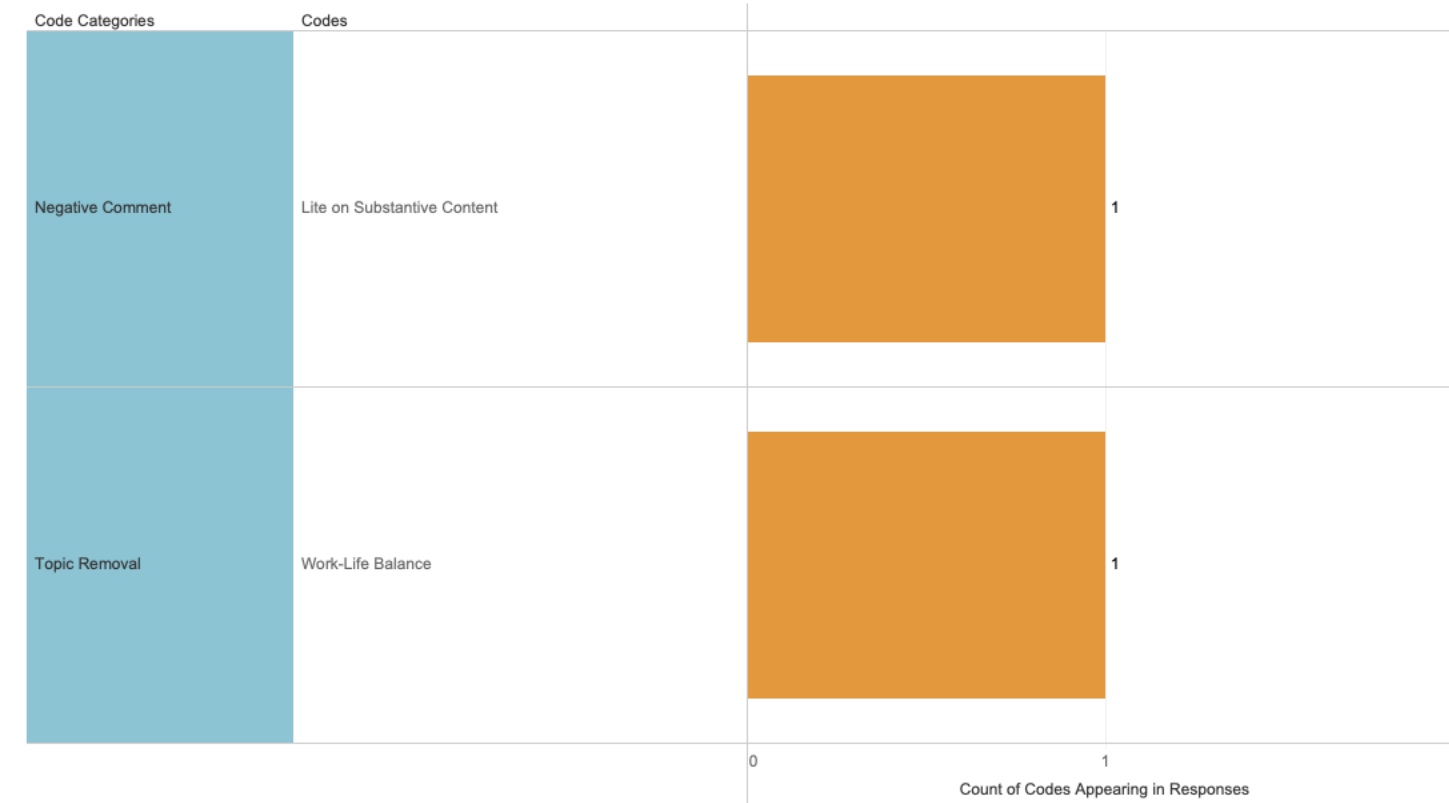
## Net Promoter Score (NPS) Category - Overall Rating of Course

Survey Question  
Q4 Answer (Do you f..



## Qualitative Feedback Code Counts - Q4 Answer (Do you feel anything should be removed from this course? What is not relevant to your experience as a project manager?)

## Qualitative Feedback Quote - Q4 Answer (Do you feel anything should be removed from this course? What is not relevant to your experience as a project manager?)



# Quanta PWR Skills: Communication | Formative Course Evaluation

Q1+Q2: Quantitative Feedback Measures	Q3: Qualitative Feedback Overview	Q3: What's missing according to passives?	Q3: What's missing according to detractors?	Q4: Qualitative Feedback Overview	Q4: What should be removed according to passives?	Q4: What should be removed according to detractors?	<b>Q5: Qualitative Feedback Overview</b>	Q5: Additional feedback from passives	Q5: Additional feedback from promoters	Feedback Summary & Recommendations for Course Improvement
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## Summary

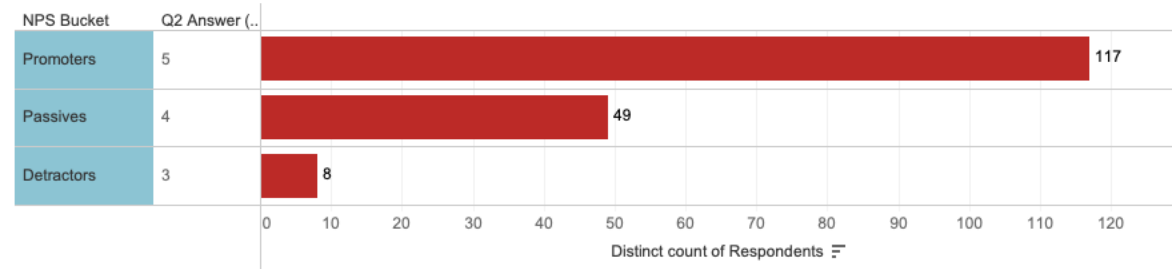
Question five asked respondents to provide qualitative feedback. Responses were examined to identify themes (codes) and thematic categories (code categories). **37 phrases were tagged with thematic codes.**

The data on this slide represents qualitative feedback given in response to question #5: **Add additional content/feedback below:**

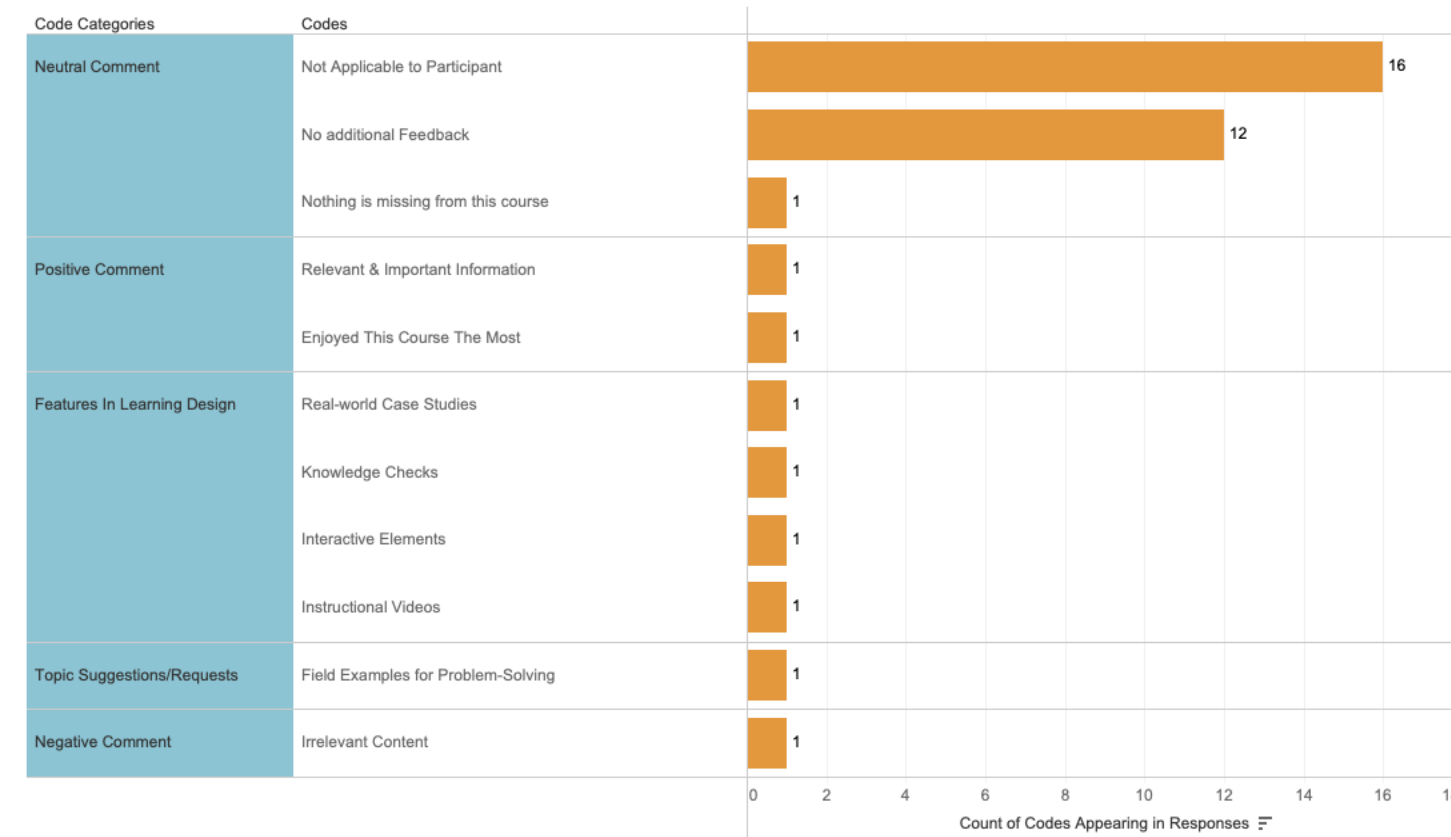
Respondents largely indicated this question was not applicable to them or that they did not have any additional feedback. Most comments were positive and spoke about features of the learning design they appreciated.

## Net Promoter Score (NPS) Category - Overall Rating of Course

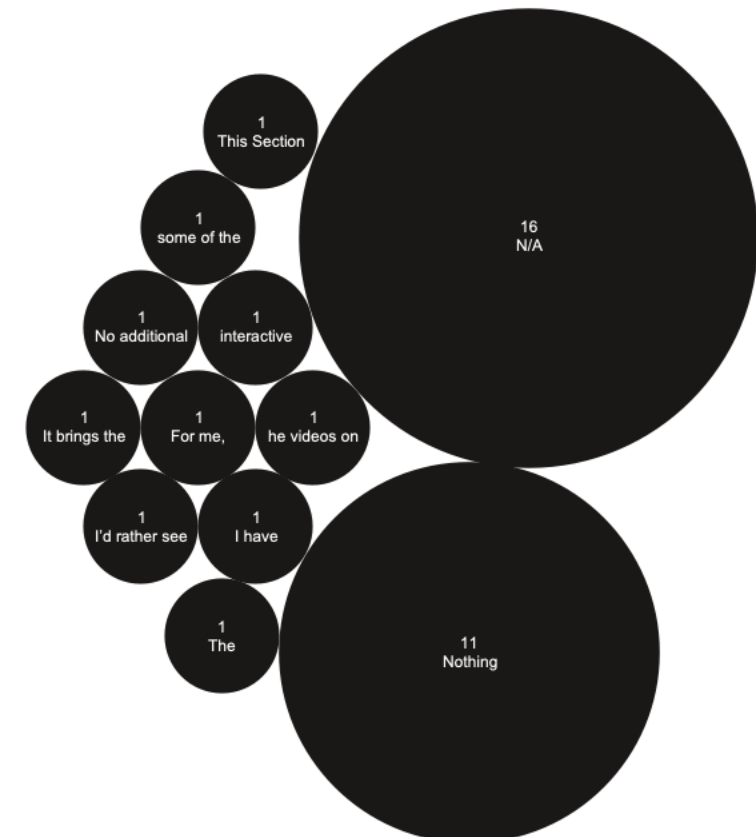
Survey Question Q5 Answer (Addition..



## Qualitative Feedback Code Counts - Q5 Answer (Additional Feedback)



## Qualitative Feedback Quote - Q5 Answer (Additional Feedback)



# Quanta PWR Skills: Communication | Formative Course Evaluation

Q1+Q2: Quantitative Feedback Measures	Q3: Qualitative Feedback Overview	Q3: What's missing according to passives?	Q3: What's missing according to detractors?	Q4: Qualitative Feedback Overview	Q4: What should be removed according to passives?	Q4: What should be removed according to detractors?	Q5: Qualitative Feedback Overview	<b>Q5: Additional feedback from passives</b>	Q5: Additional feedback from promoters	Feedback Summary & Recommendations for Course Improvement
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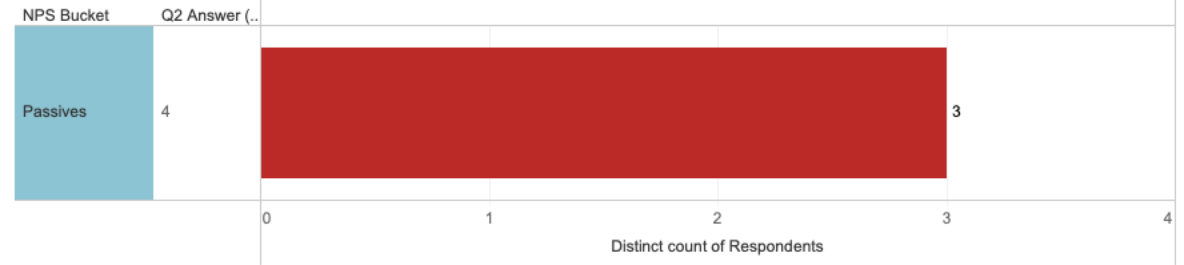
## Summary

The data on this slide represents qualitative **feedback given by passives** (overall rating = 4) in response to question #5: **Add additional content/feedback below:**

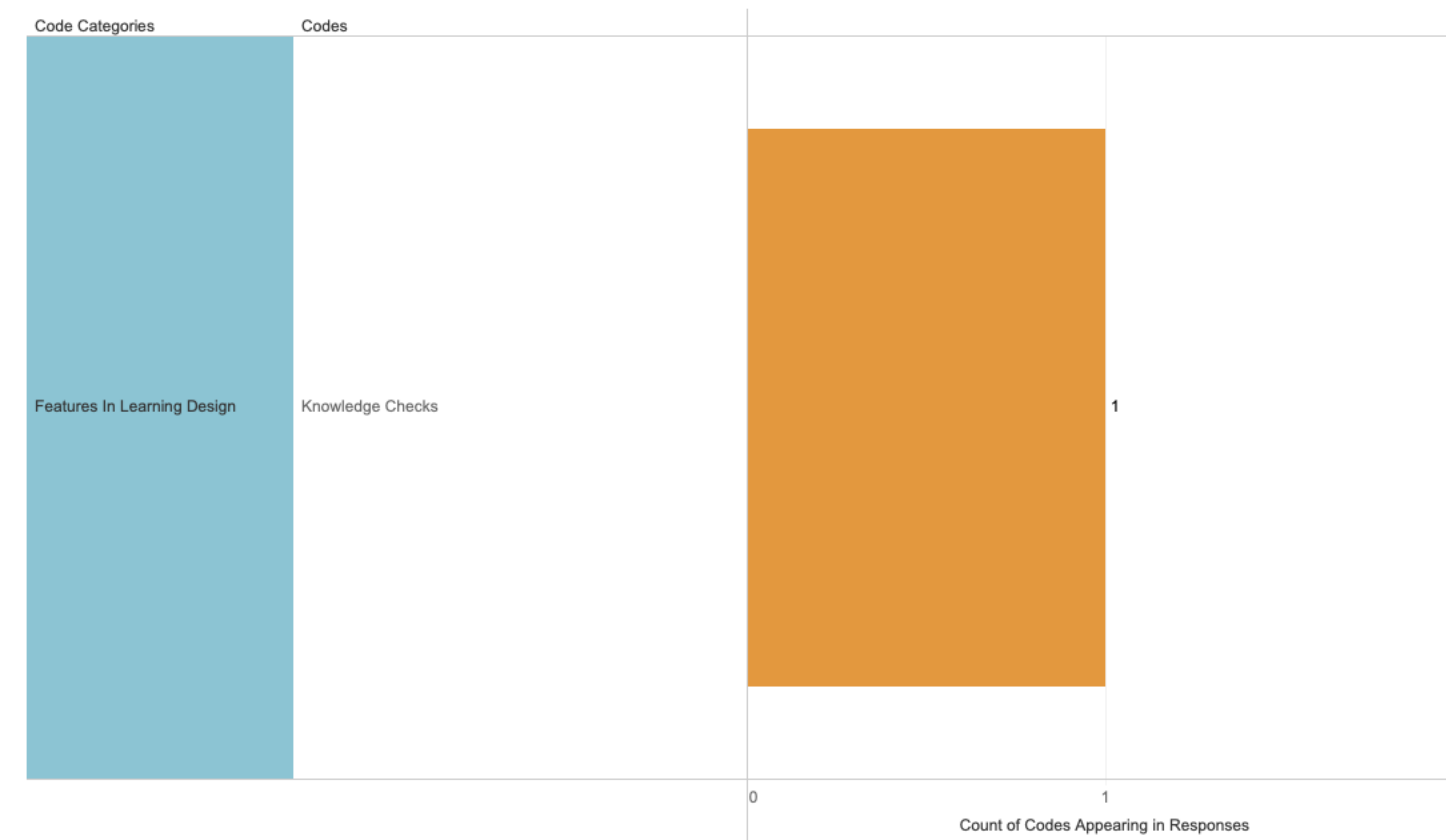
A passive respondent indicated that the knowledge check questions may need consideration.

## Net Promoter Score (NPS) Category - Overall Rating of Course

Survey Question  
Q5 Answer (Addition..



## Qualitative Feedback Code Counts - Q5 Answer (Additional Feedback)



## Qualitative Feedback Quote - Q5 Answer (Additional Feedback)



# Quanta PWR Skills: Communication | Formative Course Evaluation

Q1+Q2: Quantitative Feedback Measures	Q3: Qualitative Feedback Overview	Q3: What's missing according to passives?	Q3: What's missing according to detractors?	Q4: Qualitative Feedback Overview	Q4: What should be removed according to passives?	Q4: What should be removed according to detractors?	Q5: Qualitative Feedback Overview	Q5: Additional feedback from passives	<b>Q5: Additional feedback from promoters</b>	Feedback Summary & Recommendations for Course Improvement
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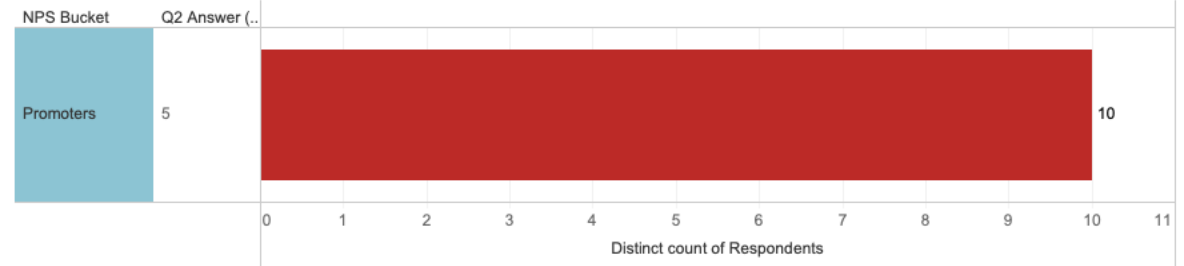
## Summary

The data on this slide represents qualitative **feedback given by promoters** (overall rating = 5) in response to question #5: **Add additional content/feedback below:**

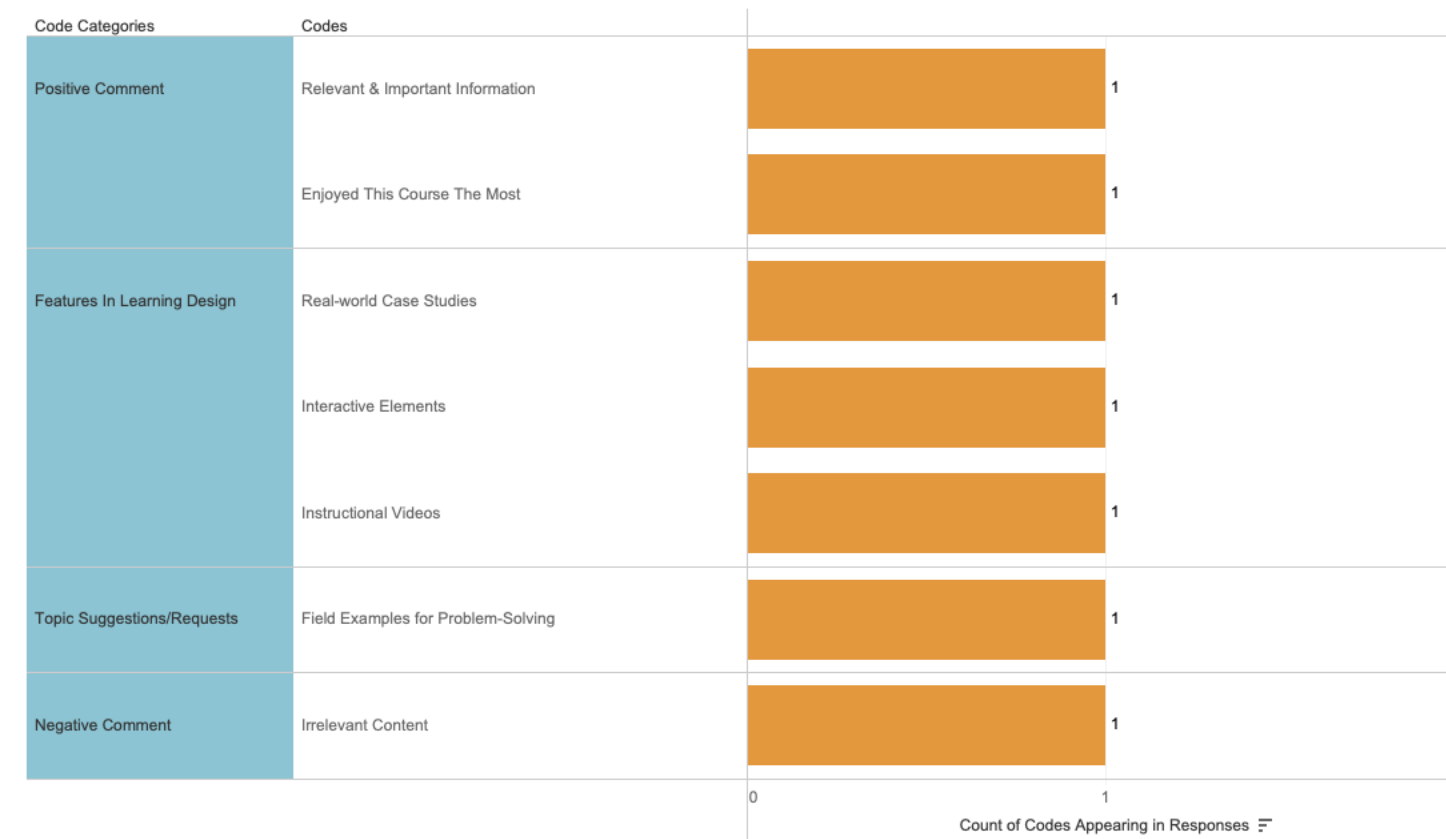
Promoters had mixed perspectives offering positive and negative feedback around features in learning design and topic requests. The constructive criticism offered in this question from promoters focused on including practical/real-world case studies/examples, and that videos and interactive elements provide a better learning experience.

## Net Promoter Score (NPS) Category - Overall Rating of Course

Survey Question Q5 Answer (Addition..



## Qualitative Feedback Code Counts - Q5 Answer (Additional Feedback)



## Qualitative Feedback Quote - Q5 Answer (Additional Feedback)



Q1+Q2: Quantitative Feedback Measures	Q3: Qualitative Feedback Overview	Q3: What's missing according to passives?	Q3: What's missing according to detractors?	Q4: Qualitative Feedback Overview	Q4: What should be removed according to passives?	Q4: What should be removed according to detractors?	Q5: Qualitative Feedback Overview	Q5: Additional feedback from passives	Q5: Additional feedback from promoters	Feedback Summary & Recommendations for Course Improvement
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# Evaluation Summary & Next Steps

## Key Findings

Overall, the learning experience is regarded highly by learners (4.56/5). The following findings are from feedback provided by passives and detractors. Recommendations focus on improving the experience for these learners, with the aim of turning them into course promoters.

- ***Finding 1: There may be gaps in the instructional content.***
- ***Finding 2: Some learners had challenges with interactive elements and knowledge checks.***
- ***Finding 3: There may be some non-beneficial repetition in course content.***

## Course Improvement Plan

- **Recommendation 1: Close instructional gaps by improving instruction around additional relevant and suggested topics.**
  - Improve *Module 5: Facilitating Productive Project Conversations* by increasing content coverage around effective/efficient communication and active listening.
  - Add an additional module focusing on addressing conflict and various types of personalities within the project environment.
  - Add an additional module focused on developing a stakeholder communication strategy that addresses how-to identify stakeholders and how to influence them.
- **Recommendation 2: Increase interactivity and address technical challenges with assessments.**
  - Add additional interactive elements to each module, such as real-world scenarios or video interviews with SMEs, to reinforce learning and break up reading.
  - Add additional company specific project communications templates as examples and models for strong communication tactics and strategies.
  - Reconsider the use of fill-in-the-blank questions or increase the variety of acceptable answers to reduce learner friction if they run into spelling or grammatical errors.
- **Recommendation 3: Reduce non-beneficial course content repetition.**
  - Identify other courses within the second learning pathway that may also contain similar content.
  - Review each module in the course and identify non-beneficial (scaffolded) repeated content.
  - Reduce, paraphrase, or make concise repetitive content or activities to streamline the relevance and redundancy of the learning experience.

# Quanta PWR Skills: Communication

## Formative Course Evaluation

*Feedback Survey Results & Course  
Improvement Recommendations*

