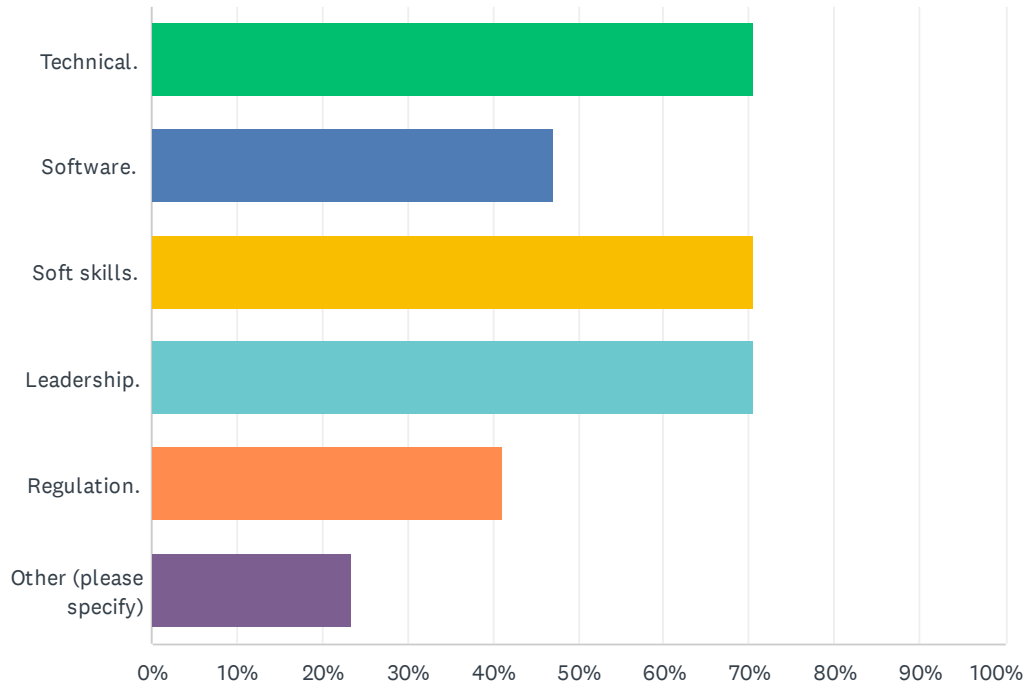


Q1 What types of training do you offer? Choose all that apply.

Answered: 17 Skipped: 0

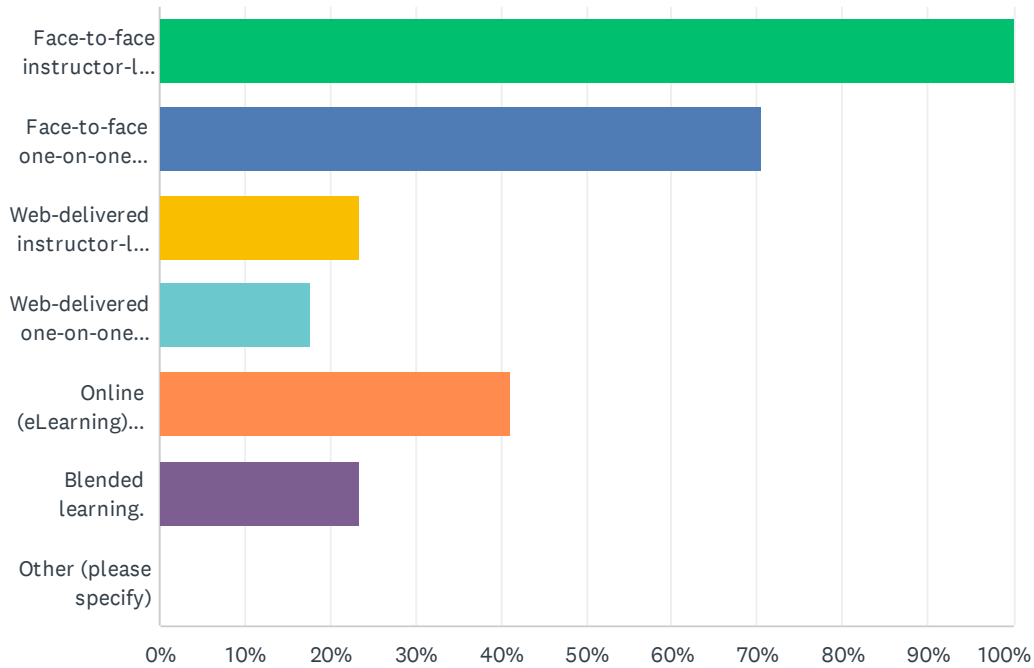


ANSWER CHOICES	RESPONSES
Technical.	70.59% 12
Software.	47.06% 8
Soft skills.	70.59% 12
Leadership.	70.59% 12
Regulation.	41.18% 7
Other (please specify)	23.53% 4
Total Respondents: 17	

#	OTHER (PLEASE SPECIFY)	DATE
1	New employee onboarding	1/24/2022 11:20 AM
2	HR p\Policy, Onboarding	1/19/2022 8:41 AM
3	Basic training	1/18/2022 3:17 PM
4	Law Enforcement Training	1/18/2022 2:42 PM

Q2 Prior to COVID, how did you deliver training? Choose all that apply.

Answered: 17 Skipped: 0

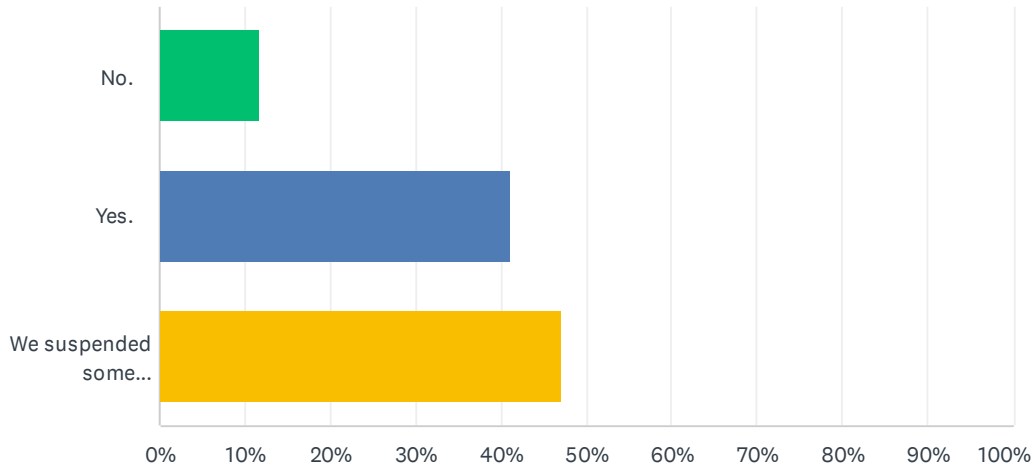


ANSWER CHOICES	RESPONSES
Face-to-face instructor-led training.	100.00% 17
Face-to-face one-on-one training.	70.59% 12
Web-delivered instructor-led training.	23.53% 4
Web-delivered one-on-one training.	17.65% 3
Online (eLearning) training.	41.18% 7
Blended learning.	23.53% 4
Other (please specify)	0.00% 0
Total Respondents: 17	

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q3 Since COVID, did you suspend face-to-face delivery of training?

Answered: 17 Skipped: 0



ANSWER CHOICES	RESPONSES	
No.	11.76%	2
Yes.	41.18%	7
We suspended some face-to-face training, but not all.	47.06%	8
TOTAL		17

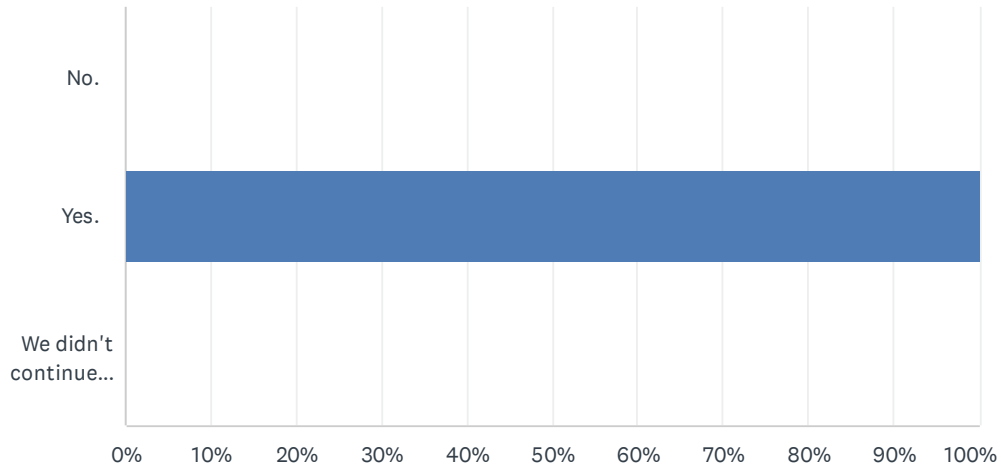
Q4 What adjustments did you make to continue delivering training? For example: Delivered content using a web delivery tool such as Webex, Teams, etc., or converted content to eLearning, or added online engagement activities.

Answered: 15 Skipped: 2

#	RESPONSES	DATE
1	We began offering training via Microsoft Teams	1/24/2022 11:20 AM
2	Online learning for our special programs, WebEx and Zoom for both internal and external training. We used different outlets to continue to engage our employees like pluralsite, linkedin learning, and our EAP (Quantum Health Solutions). We also have newsletters for wellness campaigns.	1/21/2022 7:05 PM
3	Delivered content using Go-to-meeting and WebEx platforms	1/20/2022 1:10 PM
4	We used larger rooms, spacing and PPE.	1/19/2022 6:02 PM
5	We hosted weekly sessions in Microsoft Teams led by Microsoft Trainer provided with our licenses. As we mastered that staff began to use the same platform for their own outreach. We also use Webex and Adobe Connect for specific, external user participation.	1/19/2022 12:32 PM
6	Teams	1/19/2022 10:57 AM
7	Teams, Webex	1/19/2022 9:25 AM
8	After cancelling classes initially, we began offering them live online via WebEx. We had to adjust some activities to make it fit with an online format. We also procured and deployed LinkedIn Learning for all staff to access training on demand.	1/19/2022 8:54 AM
9	Delivered content using a web delivery tool - MS Teams; converted content to eLearning.	1/19/2022 8:41 AM
10	Initially we had to cancel classes for the first couple of months while we worked to enhance the bandwidth our agency had. We offered a lot more elearning (tutorials) and recommended linkedin learning training for employees. Once bandwidth was increased we used Skype to host live instructor led training for some of the classes we offered in the agency. We had to alter curriculum and adjust it for online instead of live training.	1/19/2022 8:38 AM
11	Teams Trainings	1/18/2022 3:55 PM
12	1. Adapted training to Teams; 2. Delivered blended learning; 3. Created eLearning content	1/18/2022 3:17 PM
13	Utilized web delivery tools...Zoom , Teams	1/18/2022 2:51 PM
14	We converted to online training in most cases. In-person classes were significantly reduced in size with protocols in place.	1/18/2022 2:42 PM
15	We used Webex some, but most training was postponed which was a setback for employees.	1/18/2022 2:42 PM

Q5 Did you use a web delivery tool to continue training?

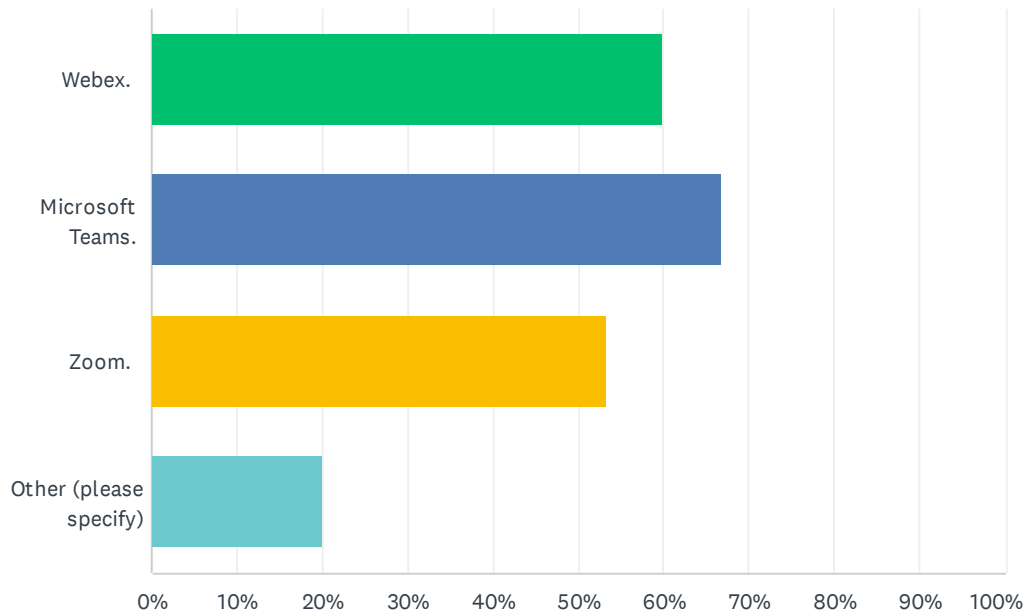
Answered: 17 Skipped: 0



ANSWER CHOICES	RESPONSES	
No.	0.00%	0
Yes.	100.00%	17
We didn't continue training.	0.00%	0
TOTAL		17

Q6 Which web delivery tool(s) did you use? Choose all that apply.

Answered: 15 Skipped: 2

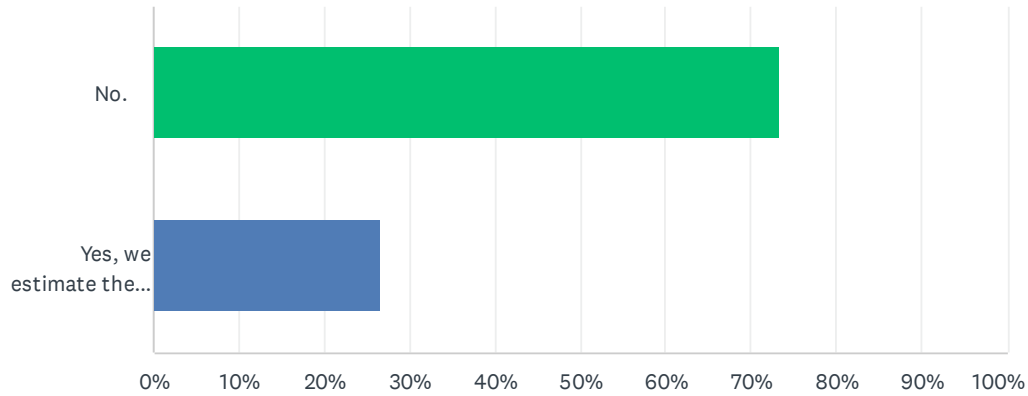


ANSWER CHOICES	RESPONSES
Webex.	60.00% 9
Microsoft Teams.	66.67% 10
Zoom.	53.33% 8
Other (please specify)	20.00% 3
Total Respondents: 15	

#	OTHER (PLEASE SPECIFY)	DATE
1	Go-to-Meeting	1/20/2022 1:12 PM
2	Skype for internal classes. WebEx for external training.	1/19/2022 8:42 AM
3	PowerDMS	1/18/2022 2:50 PM

Q7 Did you incur additional costs for converting to web delivery? If so, please estimate how much.

Answered: 15 Skipped: 2

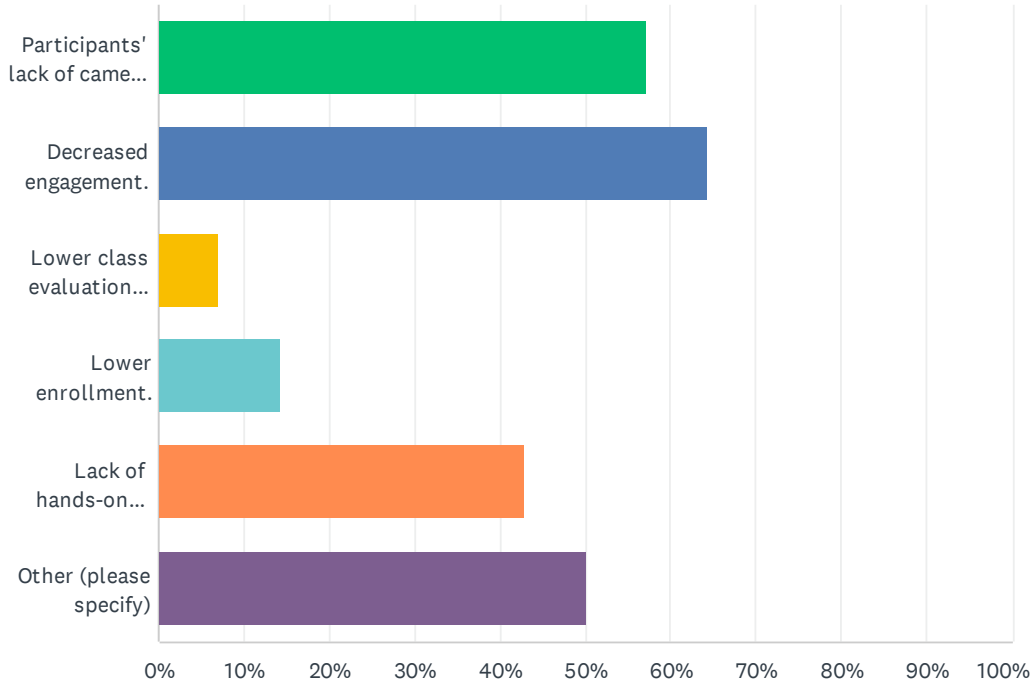


ANSWER CHOICES	RESPONSES	
No.	73.33%	11
Yes, we estimate the cost was about:	26.67%	4
TOTAL		15

#	YES, WE ESTIMATE THE COST WAS ABOUT:	DATE
1	\$4,000.00/year	1/24/2022 12:07 PM
2	est. \$7,000 annually	1/21/2022 7:09 PM
3	The cost of WebEx licenses was about \$250 each.	1/19/2022 8:58 AM
4	300,000.	1/18/2022 2:53 PM

Q8 In using a web delivery tool, what obstacles or disadvantages did you encounter? Choose all that apply.

Answered: 14 Skipped: 3

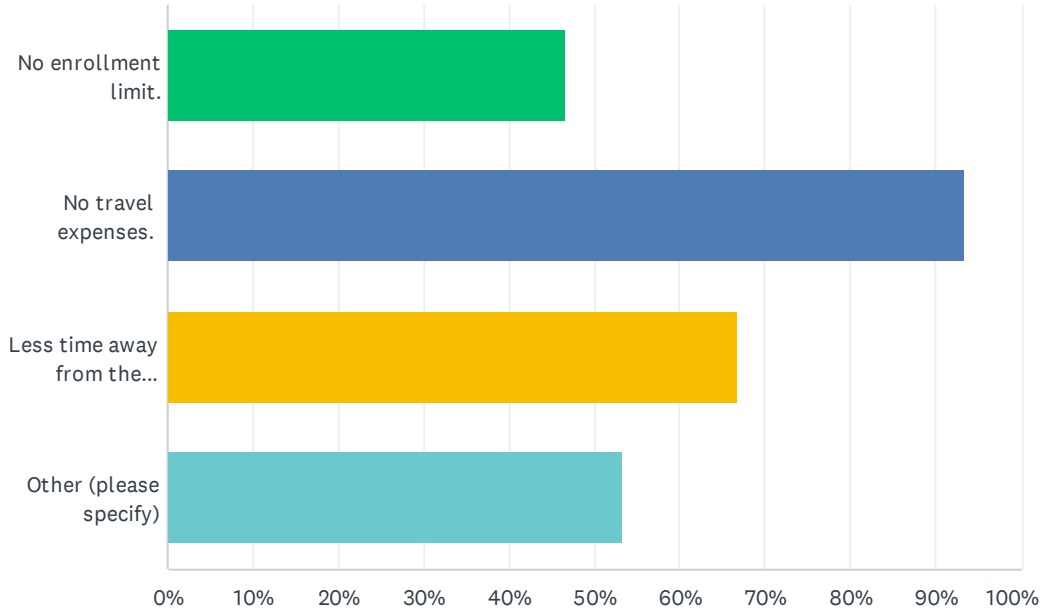


ANSWER CHOICES	RESPONSES
Participants' lack of camera use.	57.14% 8
Decreased engagement.	64.29% 9
Lower class evaluation scores.	7.14% 1
Lower enrollment.	14.29% 2
Lack of hands-on interactive training.	42.86% 6
Other (please specify)	50.00% 7
Total Respondents: 14	

#	OTHER (PLEASE SPECIFY)	DATE
1	Agency bandwidth couldn't handle the entire staff to have cameras on at the same time.	1/21/2022 7:09 PM
2	Not as engaged	1/19/2022 6:03 PM
3	N/A	1/19/2022 10:59 AM
4	a little more clunky training getting used to the new technology	1/19/2022 8:42 AM
5	Employers were accustomed to in person training so it was a change for them. We recorded all of our employer training and posted to web.	1/19/2022 8:41 AM
6	Participant not technically inclined	1/18/2022 3:19 PM

Q9 In using a web delivery tool, what advantages did you experience? Choose all that apply.

Answered: 15 Skipped: 2

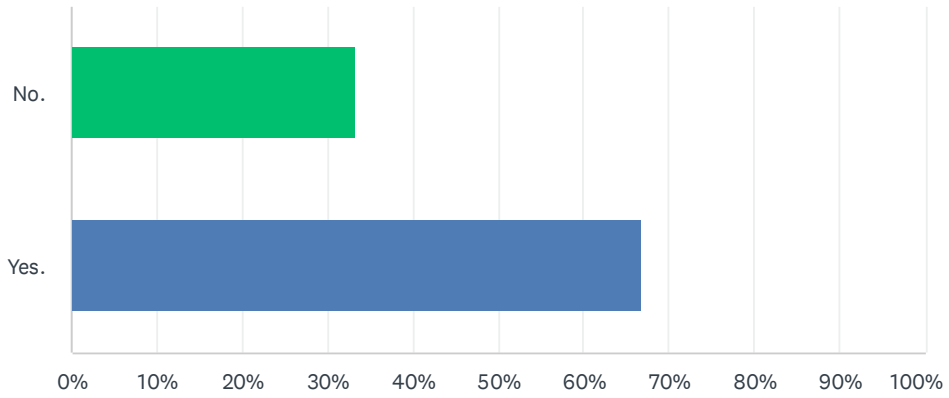


ANSWER CHOICES	RESPONSES
No enrollment limit.	46.67% 7
No travel expenses.	93.33% 14
Less time away from the office.	66.67% 10
Other (please specify)	53.33% 8
Total Respondents: 15	

#	OTHER (PLEASE SPECIFY)	DATE
1	In some cases, increased attendance	1/24/2022 12:07 PM
2	Our participation has greatly increased which is why we have continued with biweekly sessions.	1/19/2022 12:38 PM
3	N/A	1/19/2022 10:59 AM
4	ability to be creative and learn a new tool.	1/19/2022 8:42 AM
5	Teams enhanced out contact center training and employer training	1/19/2022 8:41 AM
6	Remotely administered	1/18/2022 3:57 PM
7	Increased enrollment	1/18/2022 3:19 PM
8	ability to reach a larger mass of participants	1/18/2022 2:53 PM

Q10 When using a web delivery tool, did you record the sessions?

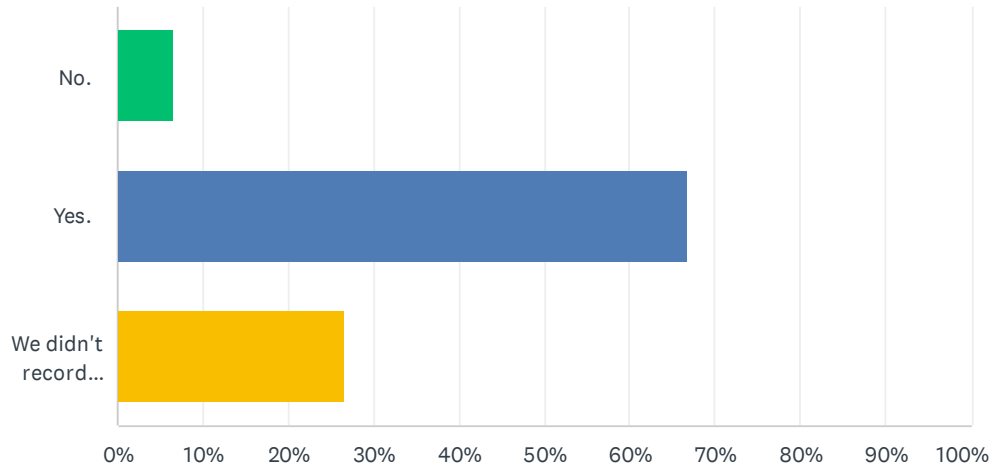
Answered: 15 Skipped: 2



ANSWER CHOICES	RESPONSES
No.	33.33% 5
Yes.	66.67% 10
TOTAL	15

Q11 If so, did you offer the recordings to users?

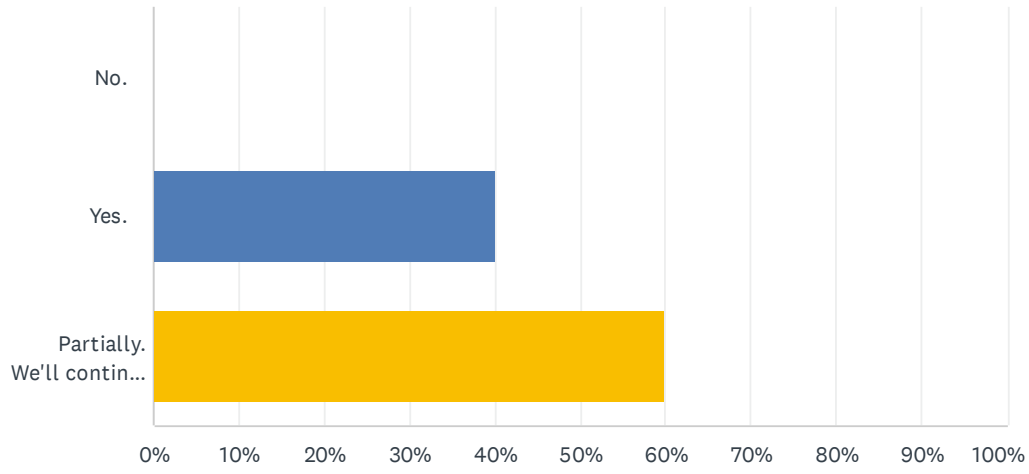
Answered: 15 Skipped: 2



ANSWER CHOICES	RESPONSES	
No.	6.67%	1
Yes.	66.67%	10
We didn't record sessions.	26.67%	4
TOTAL		15

Q12 Have you or will you return to face-to-face delivery of training?

Answered: 15 Skipped: 2



ANSWER CHOICES	RESPONSES	
No.	0.00%	0
Yes.	40.00%	6
Partially. We'll continue to use web tools for some trainings.	60.00%	9
TOTAL		15

Q13 How will your experience with web delivered training influence your return to face-to-face training?

Answered: 14 Skipped: 3

#	RESPONSES	DATE
1	We will consider continuing web-delivered training in some instances	1/24/2022 12:07 PM
2	We have realized that multiple shorter sessions are easier to deliver to most of our employees.	1/21/2022 7:09 PM
3	This agency needs more capability for online learning.	1/19/2022 6:03 PM
4	I will consider the topics that did not seem to work as web training and use that to redesign for best results.	1/19/2022 12:38 PM
5	We will continue to record trainings to be used for future use.	1/19/2022 10:59 AM
6	Web delivery is easier and requires easier setup	1/19/2022 9:27 AM
7	We can easily switch to virtual training if enrollment numbers won't allow for social distancing. We were thrust into a situation that L&D professionals have been wanting for years.	1/19/2022 8:58 AM
8	we have the ability to convert our training fairly easily to web based training if needed. We still find in person to be more beneficial but it gives us the option to have a web based training if we have a larger class we need to fill.	1/19/2022 8:42 AM
9	We will continue to utilize web-based training permanently.	1/19/2022 8:41 AM
10	Allow for more flexible training options	1/18/2022 3:57 PM
11	We will assess what trainings require face-to-face delivery	1/18/2022 3:19 PM
12	We are now equipped to offer more blended learning	1/18/2022 2:53 PM
13	Where applicable, we plan to further develop online training.	1/18/2022 2:50 PM
14	Nothing replaces face-to-face training in my opinion. We may use web training some in the future, but our focus is back on face-to-face training.	1/18/2022 2:50 PM

Q14 What other comments, lessons learned, etc., would you like to share?

Answered: 7 Skipped: 10

#	RESPONSES	DATE
1	Having an established and published calendar makes it easier for all staff to track what is happening/available - and many drop in to participate ASAP after their earlier meetings wrap up. Online has been a good way to "feel connected" and they know that I turn off the camera at the end of each session to ask for any last questions - that's when some reluctant/shy participants actually speak up.	1/19/2022 12:38 PM
2	N/A	1/19/2022 10:59 AM
3	Done right, online learning can be a wonderful tool. If you don't come up with ways to encourage engagement throughout, you will never meet your learning objectives.	1/19/2022 8:58 AM
4	I think in person is still preferred for instructor led training, but web based can be beneficial for employees to not have to travel just for a class. I also like the flexibility of offering a hybrid class if the instructor is proficient in the technology they have. If they don't know how to use it or troubleshoot minor problems easily, it can become more of a hinderance.	1/19/2022 8:42 AM
5	COVID-19 allowed us the opportunity to leverage virtual training solutions.	1/19/2022 8:41 AM
6	Hybrid approach seems to work best. For general info, online training is preferred where not much feedback is required from participants. In-person small group (less than 15) which tends to result in more spontaneous discussion is preferred for leadership, management courses -- employees seem to enjoy discussing scenarios, but before doing so many like to get a sense of the group dynamics which is hard to do remotely.	1/18/2022 2:50 PM
7	Web based training is an alternative that may be suitable for some employees. However, employees in my agency were at a disadvantage by not having face-to-face training.	1/18/2022 2:50 PM