

Improving Education in Informatics Based on Learner Feedback.

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Introduction/Background

To promote full effectiveness of the educator, a learner feedback system was put in place. Surveys were utilized to get users' opinions on a particular educational session. We learned that through very little effort on the part of the end user (a quick one or two minute survey was not very time consuming for either) the output from these gave each a unique opportunity. The learner was able to express what they felt worked and the educator had opportunity for reflection on their methods.

Methods

Two significant outcomes came from implementing these surveys. The first was that educational sessions were not being presented in a manner conducive to varying work schedules and environments. Given that individuals learn differently, the one size fits all approach to education is not effective.¹ In order to be sure to meet the needs of all types of learners we sought to get the education to the end user in the most convenient manner possible. Web-based asynchronous learning sessions were offered in order to promote the educational experience that would be efficient for users in a variety of locations. The secondary benefit of this type of education is that it afforded the opportunity to users to be able to learn at their own pace. Pre-recorded sessions provided the ability to stop the session, and give thought to what was being taught. In this manner the educator became more effective, and opened up time and opportunities for other educational needs.

One of the other items that came from these surveys was that other learners often disrupted the session. One of the simplest and yet impactful tools introduced in this process was a visual aide which was developed and displayed prominently in training locations to promote effective learning. The tool, based on "The Ten Commandments of Effective Meetings"² provides six habits of a highly effective learner. These six habits include:

Commit to the Situation: Being on time and being 'present'.

Prepare to Engage: Be ready to focus and not only hear but listen.

Tune In: Minimize outside distractions.

Show You Are Listening and Understanding: Body Language.

Defer Judgment: Separate the message from the messenger.

Respectfully Ask and Share: Keep in mind others are there to learn as well.

Results

Through the post session surveys, it was found that the outcome from these two changes has been a more engaged set of learners and a more effective team of educators.

Discussion/Conclusion

Based on the results of this work, the team feels that this is a highly effective approach and can be used to improve upon other educational offerings provided by the hospital as well as utilizing the six habits and applying them to other areas (meetings, committees, etc.).

References

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