

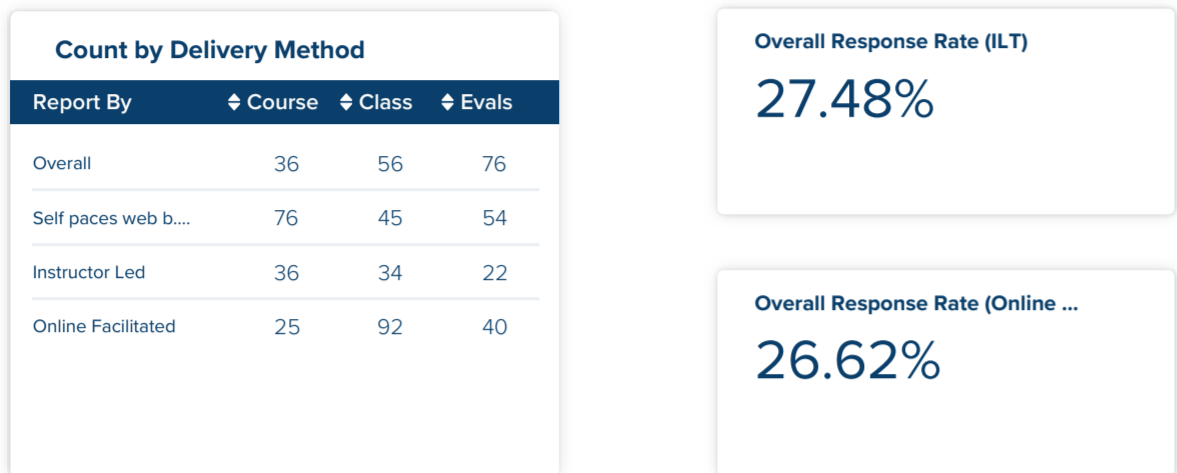
# L&D Dashboard: Is Virtual Training Working?

L&D leaders asked: "How do I know if my ILT programs, now delivered virtually, are delivering the value that's needed, and how can I identify and prioritize which programs need improvement?"

Use this dashboard to see how recently converted programs are performing and identify where to focus further analysis and action.

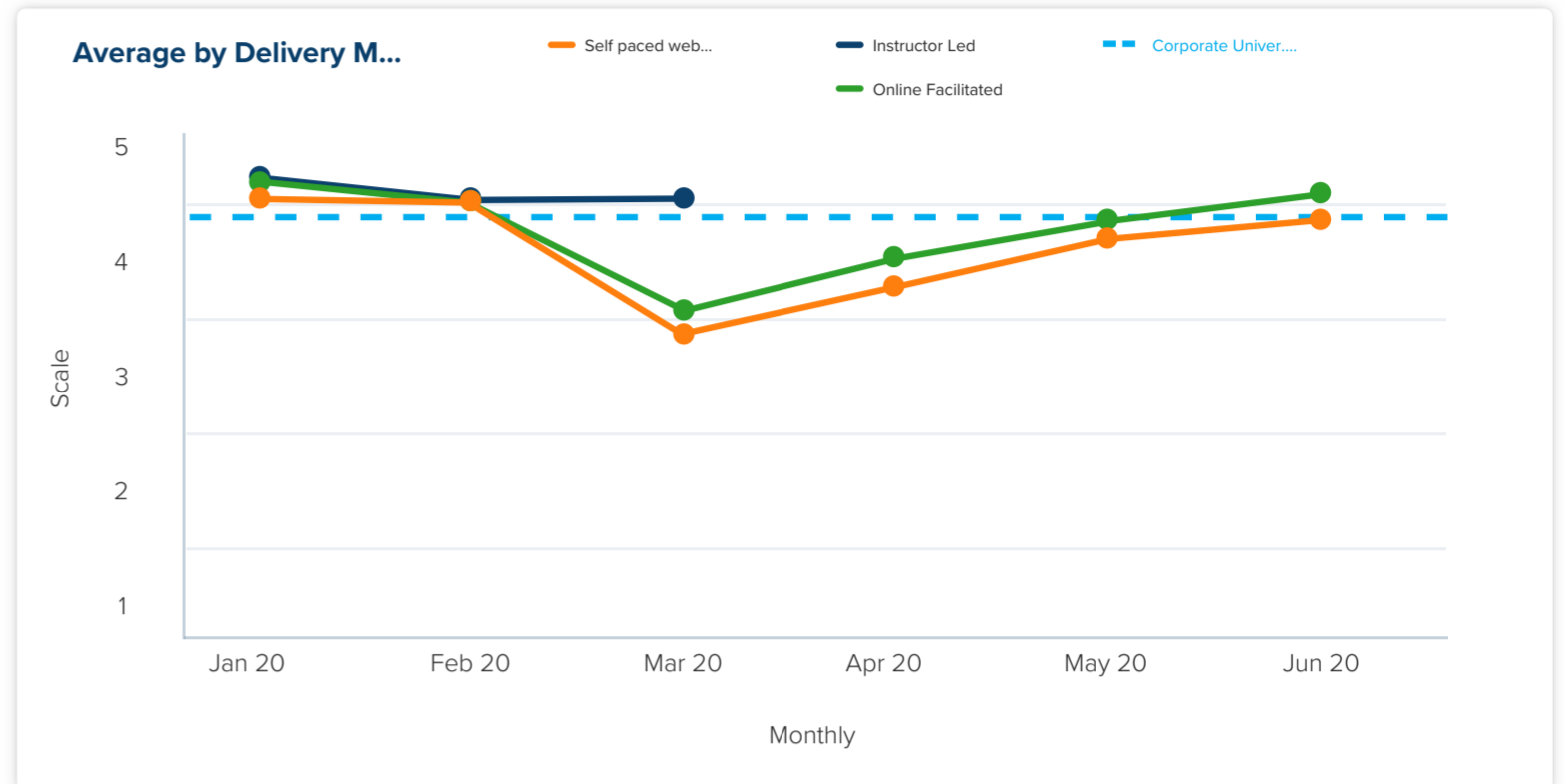
## Volume

Monitor training consumption levels and ensure that learners continue to provide feedback. Include a breakdown of number of responses across each delivery method with response rate percentages for delivery methods of interest.



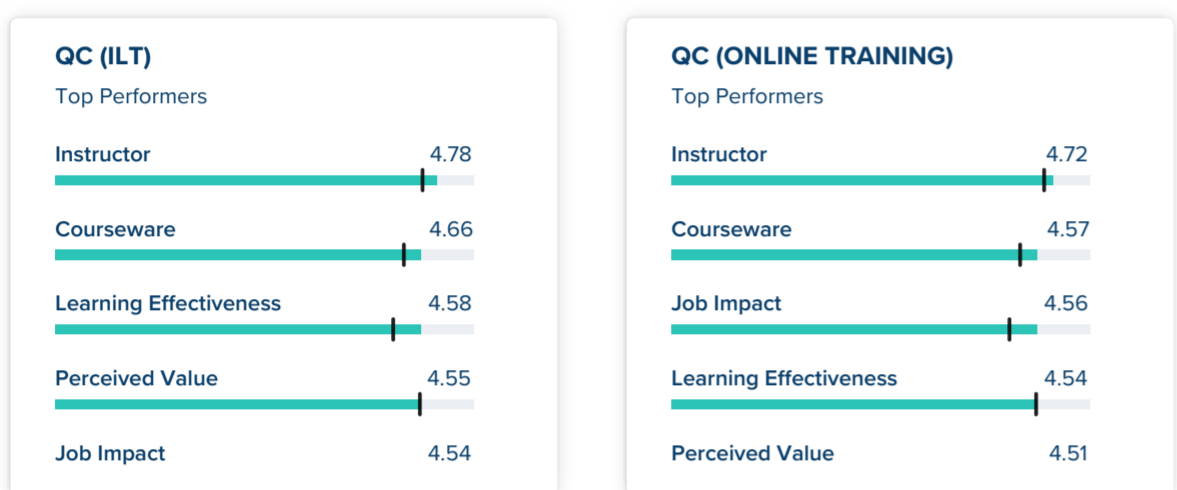
## Overall Performance Trend

Track average scores by delivery method month over month to provide a high-level snapshot into the overall performance of L&D, and indicate whether the transition from instructor-led training (ILT) to Online Delivery methods is working.



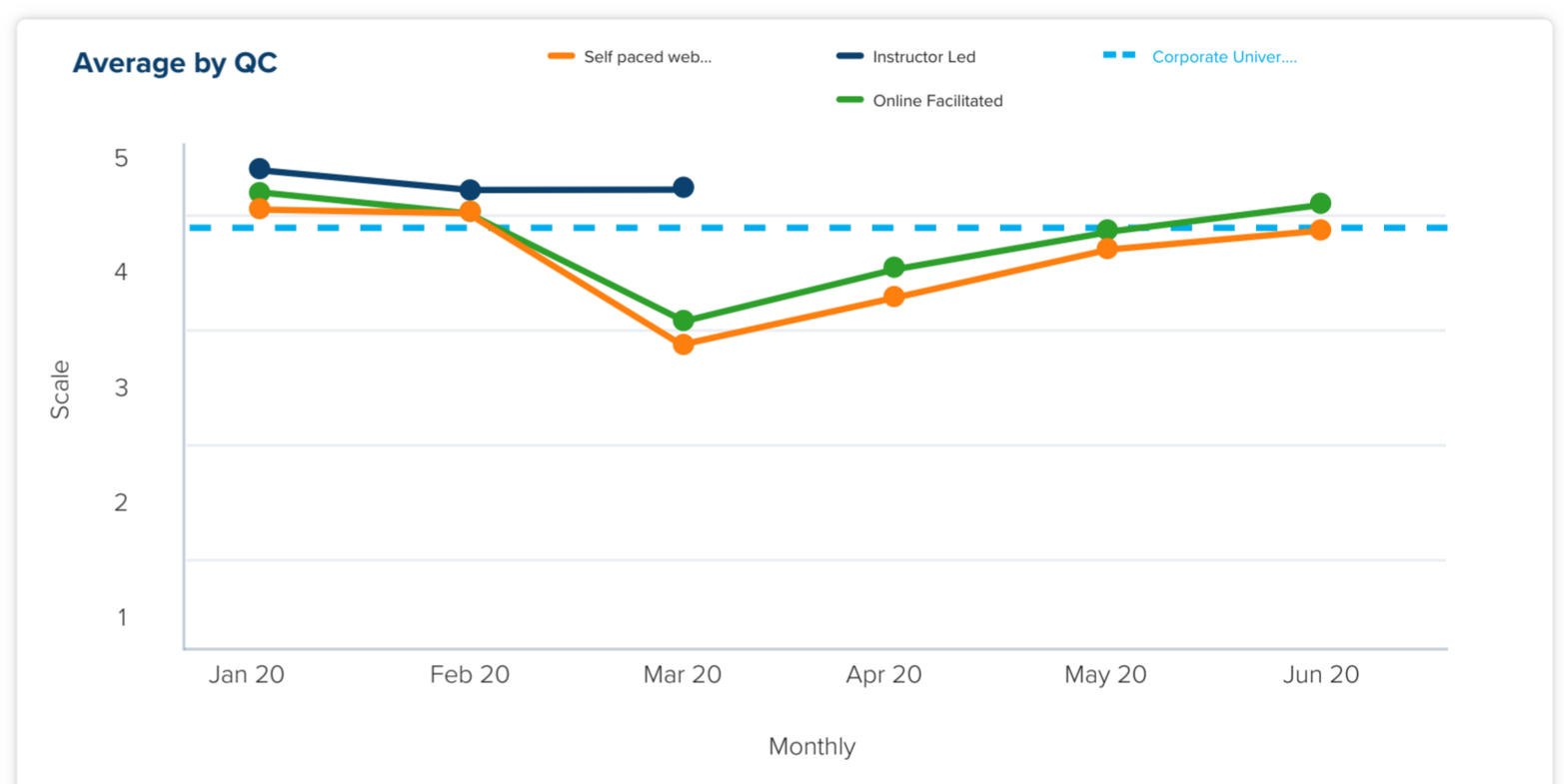
## Compare KPIs by Delivery Method

Compare scores across specific delivery methods of interest for a specific timeframe.



## Monitor Quality Trends

Keep a close eye on performance trends related to the Instructor Performance, Courseware Quality, and Online Delivery KPIs for courses delivered via virtual methods. Have scores stayed consistent through the transition, or have they dipped?

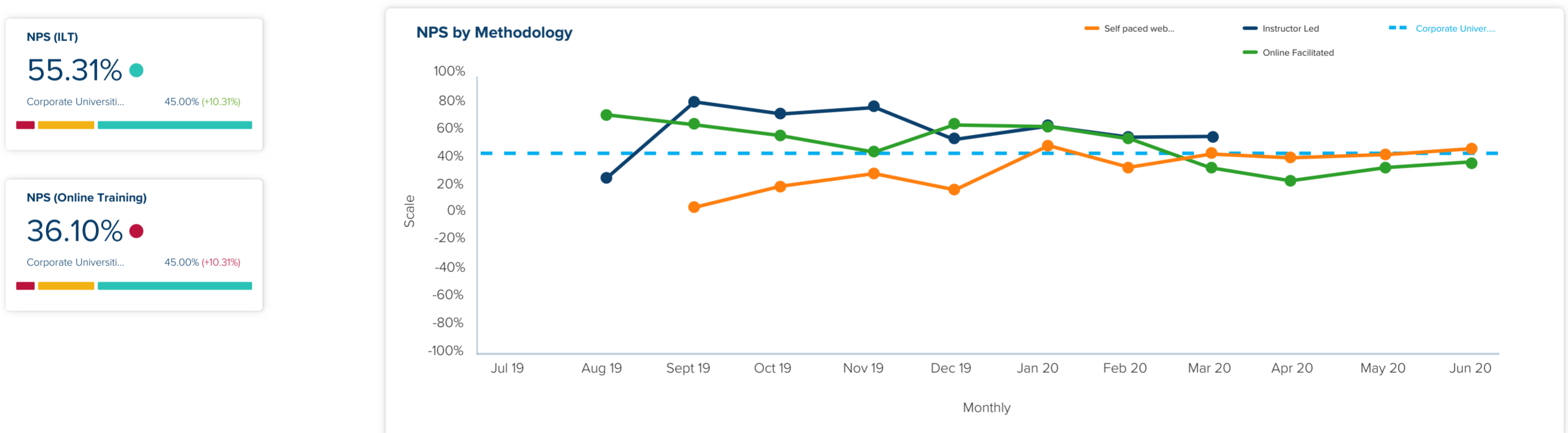


## Additional analysis tips:

- Use a reasonable before/after timeframe for comparison
- Filter to one or more courses that shifted from ILT to Online Delivery methods for a more granular view
- This dashboard is a starting point; drill into the data to uncover root cause and inform improvement plans
- Don't forget to look for trends in qualitative learner comment data

## NPS

The Net Promoter Score (NPS) is a reliable indicator that learners found value in the training and learned something new. Focus subsequent analysis on the detractors and neutral respondents; what common themes emerge?



## Scrap Learning

How much of the training content won't be applied? Use this metric to monitor waste, and look for significant differences by delivery method. Reviewing courses with higher Scrap rates and identifying adjustments will make the content more applicable to learners' jobs.

