how to

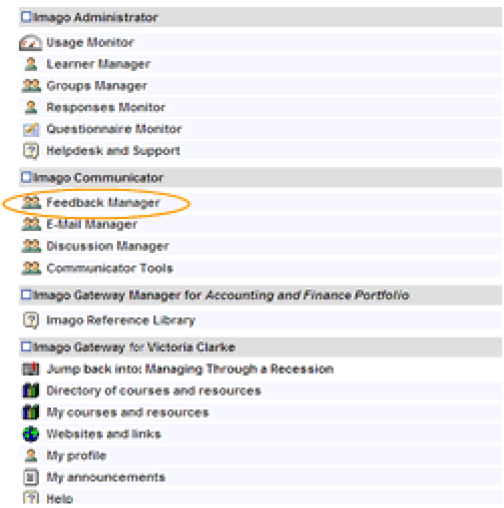
How to work with feedback

All Nelson Croom courses and gateways have the facility for learners to enter feedback on a particular page. This allows learners to make immediate comments – whether it's a question about the content, querying a mistake, letting you know what they think about the course or something else. Feedback Manager, part of Imago Communicator, enables you to review and action feedback comments for a gateway and the courses within it.

This **How To** guide will help you understand how to get the most out of Feedback Manager. We hope it helps. If you need any further help just give us a call on **020 7582 3309**.

Where will I find Feedback Manager?

To access Feedback Manager you will need to have adminstrator rights to Imago. If you don't have this level of access just get in touch with your Nelson Croom Project Manager and we can amend your rights. You will find Feedback Manager in the main Imago Manager menu as part of the Imago Communciator sub-section:



How do I view feedback?

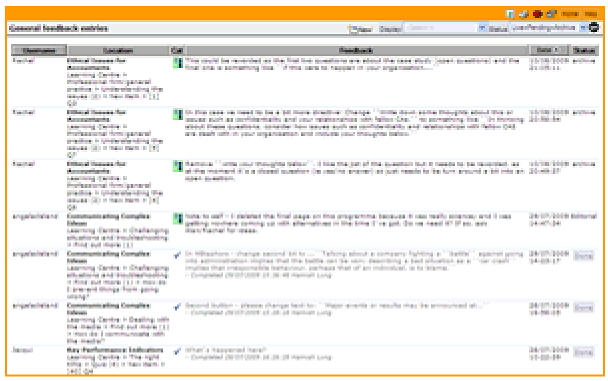
You can view feedback at course level or at gateway level. To list feedback items:

- Select Feedback Manager and either:

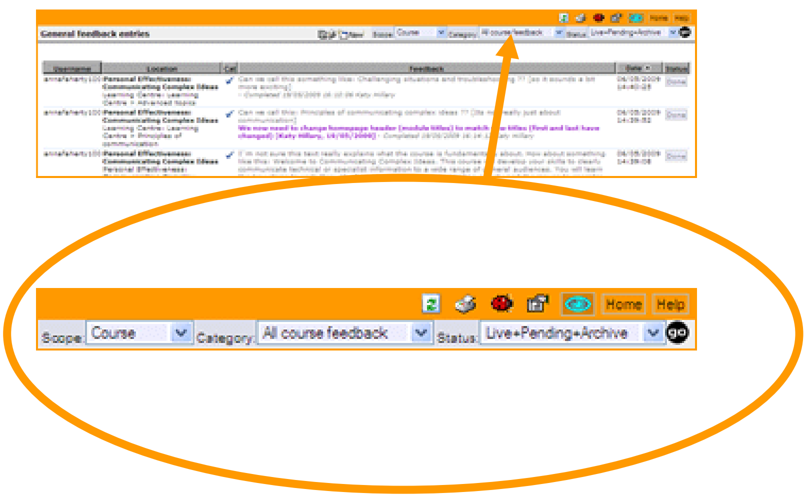
  Feedback responses for [course name], or

  Gateway feedback responses

All new and uncompleted items of feedback will be listed:



TIP: You can view feedback by the Scope (User group/course/gateway), the category and the status by using the drop down fields at the top of the screen.



I want to see older (or completed) messages but they're not listed – what do I do?

You may want to look at archived feedback, for example to check learner quotes that you can use in marketing materials, or to check whether people are making the same queries about particular pages. To do this:

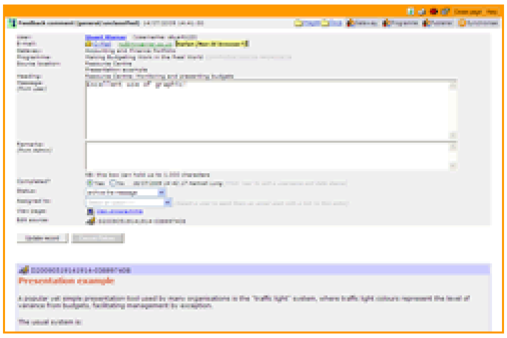
1. In the *Status* drop-down box at the top of the screen, change the option to *Live+Pending+Archive*
2. Click *Go!*
3. This will show you all of the Feedback items.

How do I sort the feedback?

To sort feedback, for example by date or status, simply click the relevant column header.

How do I see more detail?

If you click on the text of a feedback item it will open in another window and you will be able to view full details:



What if I want to see feedback that applies only to one course?

In Imago Manager, select the course that you want to work with. You can do this by clicking on Change programme in the left-hand navigation.

Then follow the steps to view feedback – clicking on Feedback Manager and Feedback responses for [course name].

How often should I check feedback?

The Nelson Croom Development Team checks feedback every working day. Sometimes we may mark a piece of feedback as "client". This might be because you need to make a decision, for example about content, because it is a query about subject matter or because a learner has said something very nice that we think you might like to see!

So, what does this mean for you? If you have decided to check your own feedback rather than ask us to provide this service, then you should check feedback regularly – ideally every day. As a minimum, we suggest that you check every few days to see whether there is anything that is marked as client. If you'd like to be notified each time a piece of feedback is marked for you then just contact us and we will set up an email alert for you.

Ok, I've got some feedback ... but what do I do with it now?

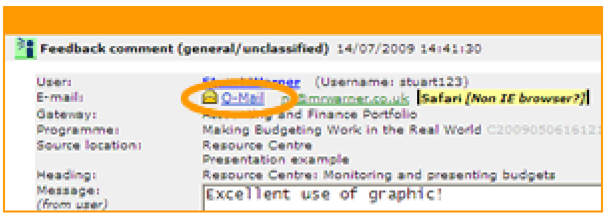
When viewing feedback items within the system there are a number of actions that you can take. Firstly, you need to open up the individual piece of feedback that you want to action, by double clicking on the text. The feedback item will open in a new window.

From here you can do a number of things:

1. Use Q-Mail to reply to the learner's feedback.
This will automatically include details of the feedback that they have sent. You can choose to send either a pre-define message such as "Thank you for you feedback message. It has been actioned." Or you can compose your own email.

To use this feature:

- Click the Q-Mail button at the top of the window:



2. View the Learner profile of the person who sent the Feedback.

To do this:

- Click the learner's name which will be blue and underlined.
- The Learner profile will open in a new window.

Why would I want to do this? For example, if a Learner has reported a problem you might want to take a look at their tracking log to see where they had been in the course prior to their problem. You could also look to see how long they have spent in the course or which activities they have completed. For more information see the **How to manage learners** guide.

3. Add remarks to the item of feedback

You might want to add remarks to a piece of feedback as notes for yourself on how you deal with an item, or to leave comments for others in your organisation or at Nelson Croom. To do this:

- Open the piece of feedback
- Add your comments in the *remarks* box
- Click *update record* to save

4. Assign a piece of feedback to Nelson Croom for actioning

To assign a piece of feedback to Nelson Croom staff:

- Open the piece of feedback
- Select the department in the *status* drop down field (e.g. if you'd like some words changed that form part of a graphic, select Design assignment)
- Click *update record* to save

How do I mark a piece of feedback as completed?

Once you have dealt with a piece of feedback, you can mark as completed and archive it. To do this:

- Open the piece of feedback
- Select archive from the *status* drop-down box
- Click *update record* to save

Any questions?

If you have any other questions about managing access to your online courses provided by Nelson Croom, then just give us a call on 020 7582 3309 or email your project manager.

Nelson Croom Ltd
N307 Westminster Business Square • 1-45 Durham Street • London • SE11 5JH
t: 020 7582 3309 • e: info@nelsoncroom.co.uk • www.nelsoncroom.co.uk