

Customer Learning Program Feedback Survey

Introduction: Start with a brief introduction to explain the purpose of the survey and assure respondents that their feedback is important.

Thank you for being a part of [Your Company's] learning program. We value your input and would like to hear about your experiences. Your feedback will help us improve our services.

DEMOGRAPHIC INFORMATION (OPTIONAL)

You may want to include questions to understand your learners better, such as job role, department, etc.

Job Title:
Department:

OVERALL SATISFACTION

Please rate your overall satisfaction with our learning program.

- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied

What is the main contributing factor in choosing your level of satisfaction?

LEARNING EXPERIENCE

How easy was it to access and navigate our learning platform?

- Very Easy
- Easy
- Difficult
- Very Difficult

Were the learning materials (videos, articles, quizzes, etc.) engaging and interactive?

- Very Engaging
- Engaging
- Not Engaging

FUTURE LEARNING NEEDS

As you look ahead to the following year, what are your primary learning goals or expectations? What specific topics or courses would you like to see included in our future offerings?

ADDITIONAL COMMENTS

Please share any additional comments, suggestions, or feedback you have about our learning program. Your input is valuable to us.

CONTACT INFORMATION (OPTIONAL)

If you'd like to provide your contact information for follow-up or to participate in future focus groups or surveys, please enter it here

Name:
Email:
Phone Number:

CONCLUSION

End with a brief thank you for their participation and assure respondents that their feedback is important.

Thank you for taking the time to complete this survey. Your feedback is essential in helping us enhance our learning program. We appreciate your continued support.

COURSE CONTENT

How would you rate the quality and relevance of the course content?

- Excellent
- Good
- Fair
- Poor

Were the learning objectives clear and achievable?

- Yes
- No

Were there any specific courses or topics that you found exceptionally valuable? Please describe:

PROGRESS AND ACHIEVEMENT

Did you achieve the learning goals you set for yourself at the beginning of the program?

- Yes
- No

If not, what challenges did you face, and how can we improve to help you reach your goals?

Remember to analyze the collected feedback carefully and use it to make improvements to your learning program. Additionally, ensure that the survey is easy to understand and complete to encourage participation.