

Digital Inclusion Toolkit: Case Studies

Case Study: Digital Communities Wales Training Registration Forms

'In Digital Communities Wales, we have provided a number of training sessions to organisations in Wales to promote digital skills and confidence in their workforce. As part of this, we aim to get an idea of the baseline skills of attendees through a pre-training registration form. This asks questions about the skills and confidence of individuals on a number of topics relating to their confidence and ability with technology and in engaging with the online world.

Following on from the training, a second survey is sent to the participants to see how they feel their skills and confidence have improved immediately after the training, along with an opportunity to provide feedback on the sessions and the trainers. This allows us to get a sense of how useful the training sessions are, whether the content is relevant, and how well the trainers are communicating the information.

Additionally, 3 months after they have attended the training, we send participants out a follow-up survey which asks them questions about how they are engaging with technology and the online world since they had attended the training. This provides us with a more long-term perspective on whether the training has been useful for people and has changed their abilities and habits in a more sustained fashion'.