



# Giving effective feedback during a module review

## Introduction

Part of your role as a member of an elearning development project team is to provide constructive feedback on your elearning module/s at agreed points in the project schedule. This feedback is vital role to ensure that a module is technically accurate, on-brand, fit for purpose, and that it meets the needs of learners and the organisations objective/s.

Often people have been invited onto the project team to provide feedback on a particular aspect, for example on a topic or the learner experience. Although this role will guide your focus, your input on all aspects of the module will be useful and gratefully received.

Any feedback provided will be gathered together and sent to the project lead within your organisation to review and authorise final changes. If any feedback is unclear, the project lead may need to ask you for further clarification so it's essential that you provide clear feedback as this will avoid the need for clarification and potential delays to the project schedule.

In this document we will set out the key things to consider and feedback on when completing your reviews at each stage, but before we get into that detail there are some general things to remember.

### 1. Reflect on how your feedback will be used.

The feedback you provide is used by the development team at Little Man Project to update and improve your module. They do not work for your organisation and as such may not understand some of the nuances of your culture and language which are clear to you and your colleagues. Clarity in the feedback you provide is therefore key to getting the best results, avoiding errors and/or delays.

It is also important to note that other reviewers will be able to see the feedback you provide and vice versa.

### 2. Be constructive and provide actionable feedback.

General feedback such as 'I'm not keen on these colours' is difficult to resolve and will often involve a delay as the project lead within your organisation has to get in touch with you for further information. Please try to provide detail on what you feel is wrong, the reason why and, if possible, a suggestion of an alternative solution. If you are asking for a text change, please provide alternative text if you can.

### 3. Be specific and clear regarding the changes you would like.



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Although our review tool allows you to add comments against individual screens, please provide any additional detail that you can, such as 'change the word 'the' to 'a' on the second line'. This helps to avoid delays and avoids the change being made in the wrong place.

#### 4. Make one comment at a time.

It can be tempting to add a list of suggested changes into one comment and then press 'SAVE'. Although this data will all be recorded, it can make it more difficult for us to separate the changes required and to ensure that each one has been completed as required.

#### 5. Highlighted issues that require internal discussion.

If you feel an issue needs further internal discussion, please say 'for internal discussion' rather than just posing this as a question. This helps us to know where we need to highlight that internal discussion is required to your project lead.

#### 6. Provide feedback relevant to that review.

Each review cycle has a different focus and feedback requirement. Understanding what is expected of you at each review stage will help to avoid you feeling the need to comment on aspects that haven't been set up yet and frustrations you may feel if your 'errors' haven't been 'corrected'. Please see below for an outline of what to consider at each stage of the project.

## Prototype and outline

At this early stage you will receive a module outline that provides details of how we will approach each of the screens in your module. This will include the proposed text for each screen, the type of interaction and detail the graphics shown. This is your opportunity to provide feedback on:

- The flow of the content/module
- The types of interactions being used
- The text

This document will be accompanied by a short prototype of the module. This will include a number of 'active' screens to give you a sense of how your module will look and how the approach to the content 'feels' in practice. It is important that you review this prototype and that you also provide feedback on all elements within the player (if applicable)

Please note however, some things may not be 'active' in the prototype. This might include (if relevant to your project):

- Glossary
- Progress bar
- Character animation



- Restricted navigation (to stop learners being able to move on without completing a certain content).

## Alpha

The Alpha version of your module will be a fully built version. At this stage, the only missing content in the module will be where we are waiting for your organisation to provide it. All the screens will reflect the design set out in the outline and prototype with the changes requested made.

At this stage you should be commenting on all aspects of the module including:

- Interactions
- Text
- Images
- Brand application

## Beta

You have now reached the Beta review. This should include the all previously agreed changes provided during the Alpha review, all content and all the interface elements such as the progress, glossaries etc. If it was agreed at your kick-off meeting, the Next button will now also be restricted to only allow learners to progress after completing the interaction on that screen/section.

Although we welcome feedback on any new elements/content please note we would not expect to receive new feedback on content/screens that you have already reviewed.

## Gold

The review team for the Gold module will usually be restricted to a few project team members (for example the project lead and a subject expert). This is their chance to do a final check to ensure that all the changes requested during the Beta version have been completed and sign off the module as ready for upload to your LMS for learners to starting using it.

