

Standard Operating Procedure (SOP): Post-training Feedback Collection and Analysis Process

This SOP details the **post-training feedback collection and analysis process**, encompassing methods for gathering participant feedback, tools for data collection, procedures for analyzing responses, and guidelines for reporting findings. The aim is to assess training effectiveness, identify areas for improvement, and enhance future training programs by systematically evaluating learner experiences and outcomes.

1. Purpose

To establish a systematic process for collecting, analyzing, and reporting feedback from training participants to improve training quality and effectiveness.

2. Scope

This SOP applies to all training programs conducted by the organization, regardless of format (in-person, virtual, or blended).

3. Responsibilities

Role	Responsibility
Training Coordinator	Facilitate feedback collection, oversee data analysis, prepare summary reports
Trainers/Facilitators	Encourage timely feedback completion, assist in clarifying questions
Data Analyst/HR	Analyze quantitative and qualitative data, prepare insights and recommendations

4. Procedure

1. Feedback Tool Selection

- Standard feedback forms (paper or electronic), online survey platforms (e.g., Google Forms, SurveyMonkey), or Learning Management System (LMS) feedback modules.

2. Feedback Collection Process

- Distribute feedback links or forms immediately after training completion.
- Communicate the importance of honest and constructive feedback.
- Allow responses for 3-7 days post-training, with two reminder notifications if necessary.

3. Data Compilation

- Aggregate all collected responses into a central repository (e.g., spreadsheet, LMS export, or survey platform dashboard).

4. Data Analysis

- Quantitative Analysis:** Calculate average scores, identify trends, compare against historical benchmarks.
- Qualitative Analysis:** Categorize open-ended responses, identify recurring themes, highlight significant participant comments.

5. Reporting & Recommendations

- Prepare a summary report detailing key findings, strengths, and areas for improvement.
- Share the report with training stakeholders (management, trainers, HR, etc.).
- Include actionable recommendations for future training programs.

6. Record Keeping

- Store feedback data and reports securely for future reference and compliance.

5. Tools and Templates

- Standardized feedback forms/surveys (customizable per training type)
- Survey platforms (e.g., Google Forms, SurveyMonkey)
- Data analysis templates (Excel/Google Sheets)

6. Review and Continuous Improvement

The feedback process and tools should be reviewed annually to incorporate best practices and address emerging needs.

7. References

- Organization's Training and Development Policy
- Privacy and Data Protection Guidelines