



**Digital Champion Network**  
**Monitoring & Evaluation: interim impact report**  
**Q1 & Q2 summary**

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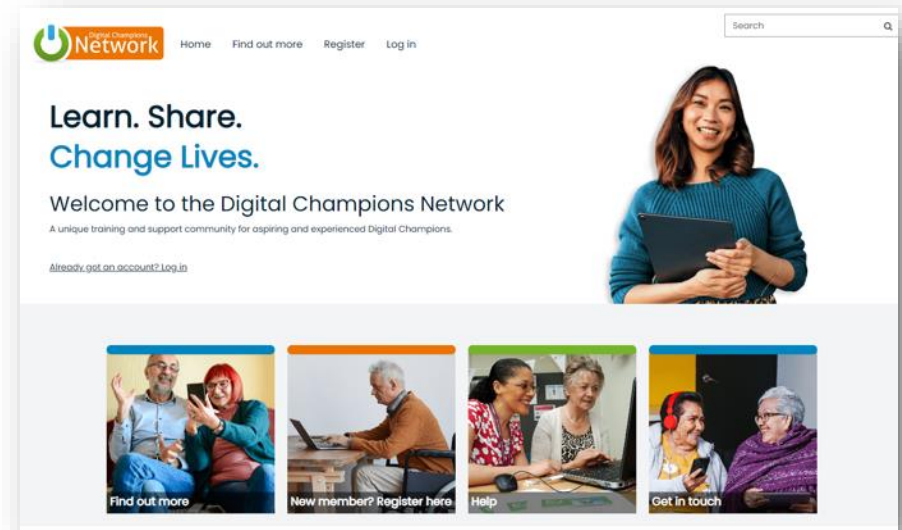
## Background

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Last year, **we upgraded our platform**. It has had a huge effect on what we can do and offer. By January this year, all existing Digital Champions had been moved across to the new platform, and new ones starting joining. This interim report looks at our first 2 quarters of performance data.

Our **M&E is an ongoing process** and we're constantly looking at how best to measure and understand performance and improve what we do. It's a learning journey and this is just the start. And though it can be helpful to compare to the "Old DCN", that's not always comparing like with like, so we need to be cautious and curious while we gather more quarters of data.

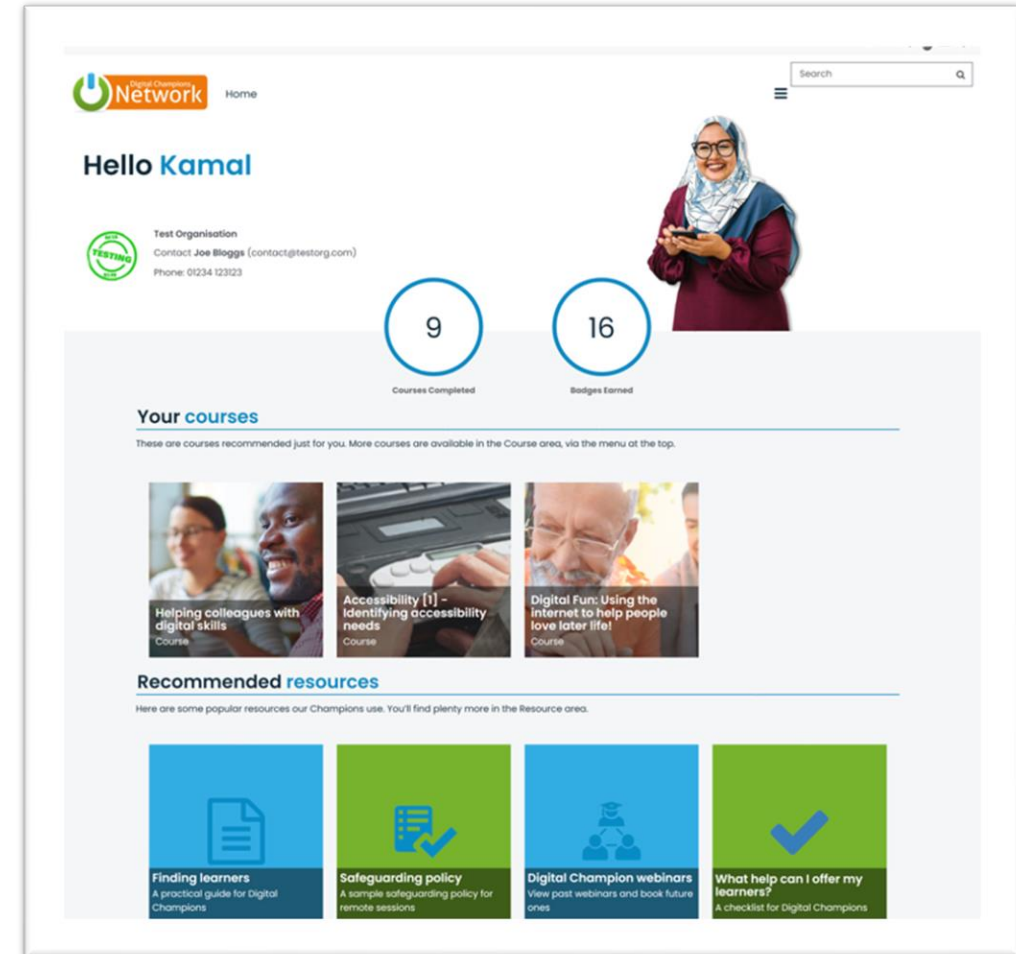
But **the headlines are good** – there are still lots of things to explore, analyse and tweak – but it looks like the new platform is really meeting our customers needs.



# Headline figures

By the end of 2022, we had migrated 2,500 Digital Champions to the new Digital Champions Network. In the next six months, we saw....

- Digital Champion learning activity **up by 7%**
- Project Manager activity **up by 14%**
- Course completions **up by 3% (to 95%)**
- Digital Champions logging learner support **up by 30%**
- **93%** of Champions say DCN learning has increased skills, confidence and capacity to help others
- **98%** would recommend the Digital Essentials courses



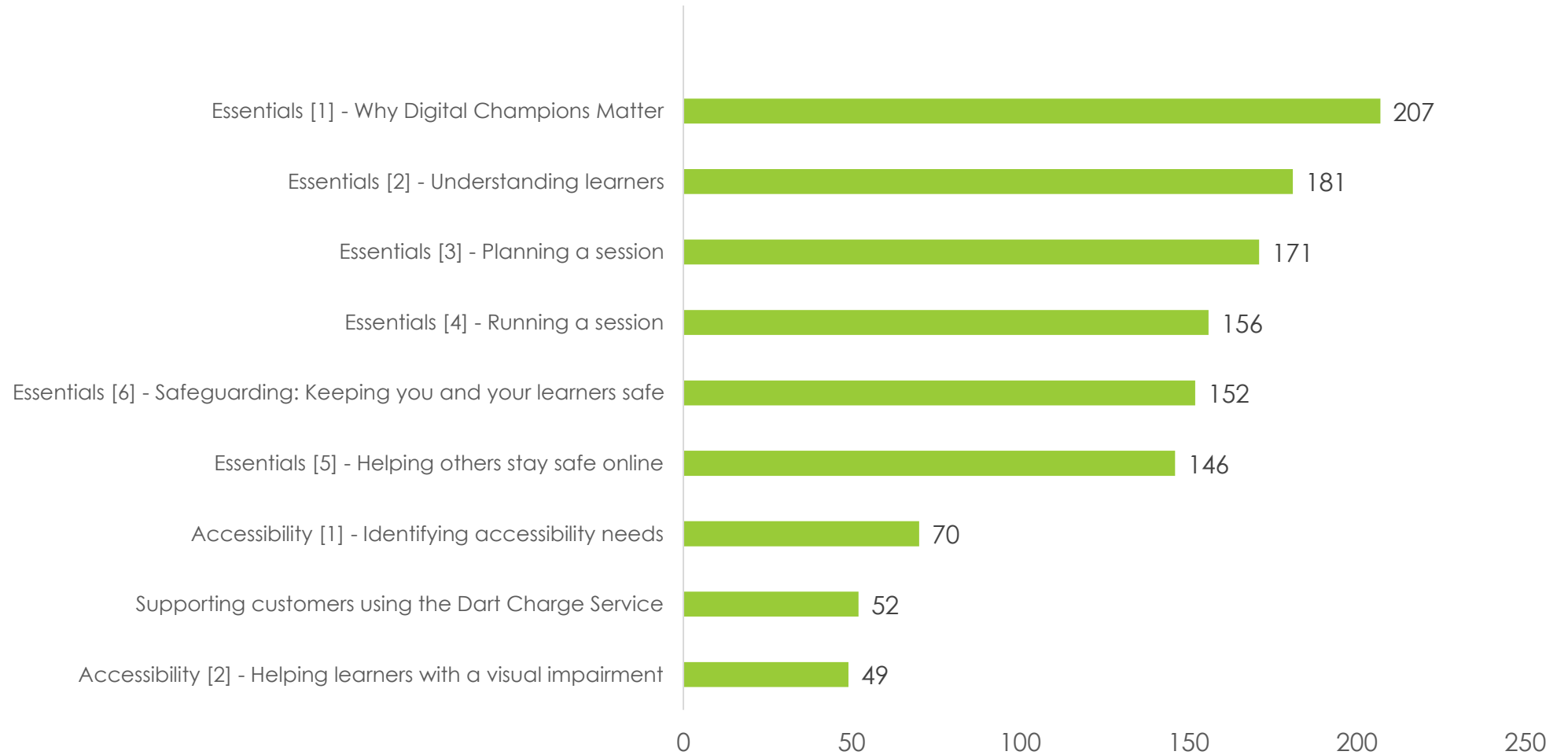
The screenshot shows a user profile page for 'Kamal' on the Digital Champions Network. The page includes a search bar, a 'Hello Kamal' greeting, and a 'Test Organisation' section with contact details for Joe Bloggs. Two circular progress indicators show '9 Courses Completed' and '16 Badges Earned'. Below this, there is a 'Your courses' section with three course cards: 'Helping colleagues with digital skills', 'Accessibility [1] - Identifying accessibility needs', and 'Digital Fun: Using the internet to help people love later life!'. A 'Recommended resources' section follows, featuring four resource cards: 'Finding learners', 'Safeguarding policy', 'Digital Champion webinars', and 'What help can I offer my learners?'. The interface is clean and modern, with a mix of blue and green accents.

# Background stats

	Old DCN total for 3 mths	Q1 total	Q2 total
Number of new DCs	146	338	277
Number of DCs ?Include?		2448	2186
Number of new PMs		28	18
Total course completions	728	2514	1780
Course Completion Rate	92%	95%	95.5%
Would recommend DCE courses	98%	97%	98.5%
Completing course has increased knowledge, confidence & capability			93%
Champions submitting records	68	113	104
Learners helped		2601	1851
Hours of support		2985	1645

## Most popular courses (in terms of numbers of Champions completing Q2 only)

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## Course feedback

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*"Really liked the insights into how different people are motivated esp. the person who liked stories to help see how they would use tech in their own lives." Running a session*

*"It is good that the content isn't overwhelming or too crammed with technical details. I think the course achieves its objectives; assuming they are: highlight what the different learning styles are and what the major barriers to digital inclusion are." Understanding learners*

*"A very pragmatic and well thought out overview of Safe Guarding." Essentials [6] Keeping you and your learners safe*

*"It definitely mentioned areas which I had overlooked initially, thereby advising me of the whole scope affected. I had thought that I pretty much had the complete picture of people affected, only to find that I had excluded a few categories." Understanding Learners*

*"I do like the fact that these courses are short and succinct - ie they are very focused and keep to the point. The ideas for 'teaching' regarding someone who speaks other languages are good (as well as the tip 'not to correct the learner's English" ESOL Digital Skills*

*"It provided bitesize info and pointers that give a good starting point for assisting the learners. I also liked that it contained signposts for further courses so we can pick and choose what courses are relevant to us at a specific time" Understanding Learners*

*"The course contains important information about active listening, which is a skill that needs to be mastered to support learners." Running a session*

*"As an intro course perfectly done. Answers to questions neutral as this part is necessary as an introduction!" Why DCs matter*

*"I believe I am an organized person but this section has helped me to better direct my focus." Running a session*



## Monthly Meetups

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We arrange monthly meet-ups for Digital Champions (there are separate meet-ups for Project Managers). Sometimes these are run by partners.

- Number of meet-ups: **17**
- Total Attendees: **416**
- Average attendance: **24**

Most popular topics: “Transferring to another device” and “Accessibility” run by AbilityNet

Least popular: “Informal coffee morning” and “Using Teams”





# Our Members

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## Total number of members:

Quarter 1: 60

Quarter 2: 68

## Members by Sector in Q2

Charities: 22

Local Authorities: 22

Social Housing providers: 7

Health: 11

Corporate: 6



## Points to reflect on

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- While the total number of DCs and PMs has dropped (mostly NHS England funded projects finishing up), the % of active PMs is up. Keep monitoring increases in PM activity and look for patterns/ trends/ activities that may be contributing to boosting it. For example, PM newsletter engagement is high.
- Also related to the Project Manager profile and user type, 'PM Toolkit' learning completions are relatively low. How can we make this content work better for PMs within the whole context of their DCN experience?
- “Using your role to help get customers online” is the least completed courses, but with great feedback. How do we iron this anomaly out?



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