Feedback Summary

If we were to survey our users / customers what do we hope / fear they would they say about us?

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| Our customer Groups…Summary of the users of our work | What we hope they’ll say…Summary of ***positive*** statements(highlighted had additional votes) | What we fear they’ll say…Summary of ***negative*** statements |
| * Students
* Middle school students
* Students 7-12
* High school students
* High school dropouts
* At risk youth
* Incarcerated
* Ex-offenders
* Feds (data)
* Training providers
* Post-secondary students without diploma / GED
* Post-secondary students
* Adults on public assistance
* Foster youth
* Post-secondary professionals
* TANF recipients
* ICAP coordinators / school district staff
* “Professionals” navigators, counselors, advisors, others
* Professionals that serve K-12
* Adults changing careers
* Displaced workers
* Recently unemployed worker (dislocated worker)
* Out of work adults
* Pre-Collegiate programs
* Opportunity youth 16-24 out of school/workforce
* Low skilled adults
* Adults with some college no degree
* Adult ed
* Veterans leaving military
* GED / Hiset recipient or in progress
* Families/parents
* Home schooled
* Case managers
* Educating youth / non-profits
* Adults with barriers to employment training and education
* Professionals required to ensure/do career planning
* Communicate with navigators – same customer
 | * XXXX-I have my own spot to store and remember information
* XXX-Reflects current User interface (UI) trends
* XX-Gave me the opportunity to explore many options
* XX-Easy/clean/logical
* XX-I can figure out what to do next
* X-outcomes (individual and over time)
* X-Motivated me to action
* X-data can be mined easily
* X-gave me insight about myself
* X-Effective / clear too
* X-Logically sequenced
* X-navigable
* Free
* Accessible
* Beneficial
* Easy to use
* Timely / relevant
* I can share my work with others
* Gained knowledge
* It made a difference for me
* It is secure, my data is safe
* It was compatible with the student systems we use - Infinite campus and Naviance
* Data governance
* Very clear purpose (what tool does and doesn’t do)
* Helped track my caseload
* Helped me find a career
* Provide useful information
* I can use once or use to plan
* I know which (1)product to use
* Engaging and fun to use
 | * + I need more support in the changes from old platform to new
	+ Same as other tools
	+ My taxes paid for that?
	+ Not valuable
	+ Professional-too complicated
	+ Forced to use it and it was a waste of time
	+ Confusing
	+ Boring
	+ I can’t see my work
	+ I have to log in separately to do different things
	+ This is the same as …I have done this before
	+ Trying to do too much, can’t please everyone
	+ Too complicated difficult to navigate
	+ What would not work for them
	+ Clucky/cumbersome/bureaucratic
	+ Governmental
	+ Incongruent
	+ Confusing
	+ There are 1000 of these tools
	+ This isn’t for me
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