Feedback Summary

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

|  |  |  |
| --- | --- | --- |
| 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 |