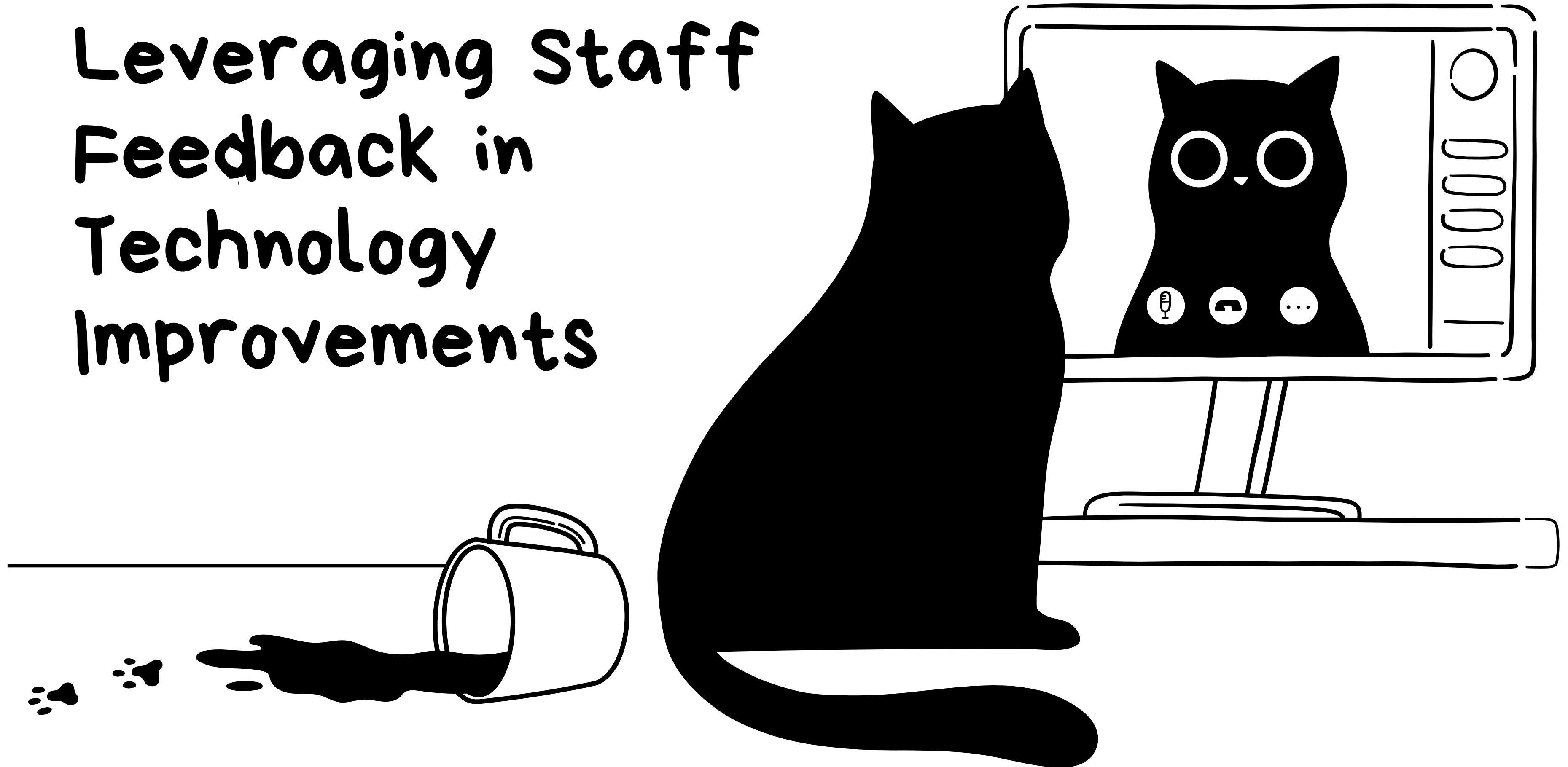
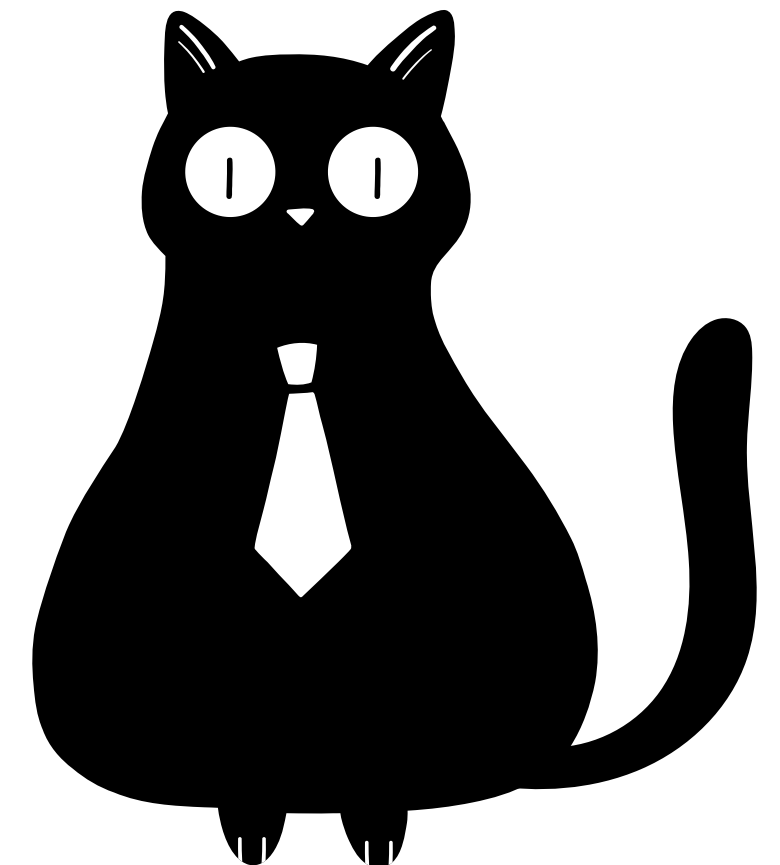


Leveraging Staff Feedback in Technology Improvements



Why Collect Feedback?

- Evidence is clear that feedback from frontline staff is the primary catalyst for practical innovation
 - Organizations that have a culture of open communication benefit from ground-up innovations that leadership and tech staff may not consider
- Technology can exacerbate inequities if not implemented with intention
 - Consistent feedback can help uncover potential issues before they become larger barriers
- Identify training gaps
 - Some staff may not feel comfortable coming forward with their tech knowledge gaps without anonymity, gathering anonymous data on challenges can help identify where training could be helpful





What Feedback to Collect

What technology system are working for you? What systems are not? How can we improve?

- Email
- Case Management
- Document editing tools

What tools are you interested in exploring? Any interesting ideas at other orgs?

- New collaboration tools
- Smaller workflow improvements we could make

Are you interested in any continuing learning or training?

- Available tools and programs
- Process refreshes
- Advanced tools to improve workflow

What technology barriers do you come across in your work?

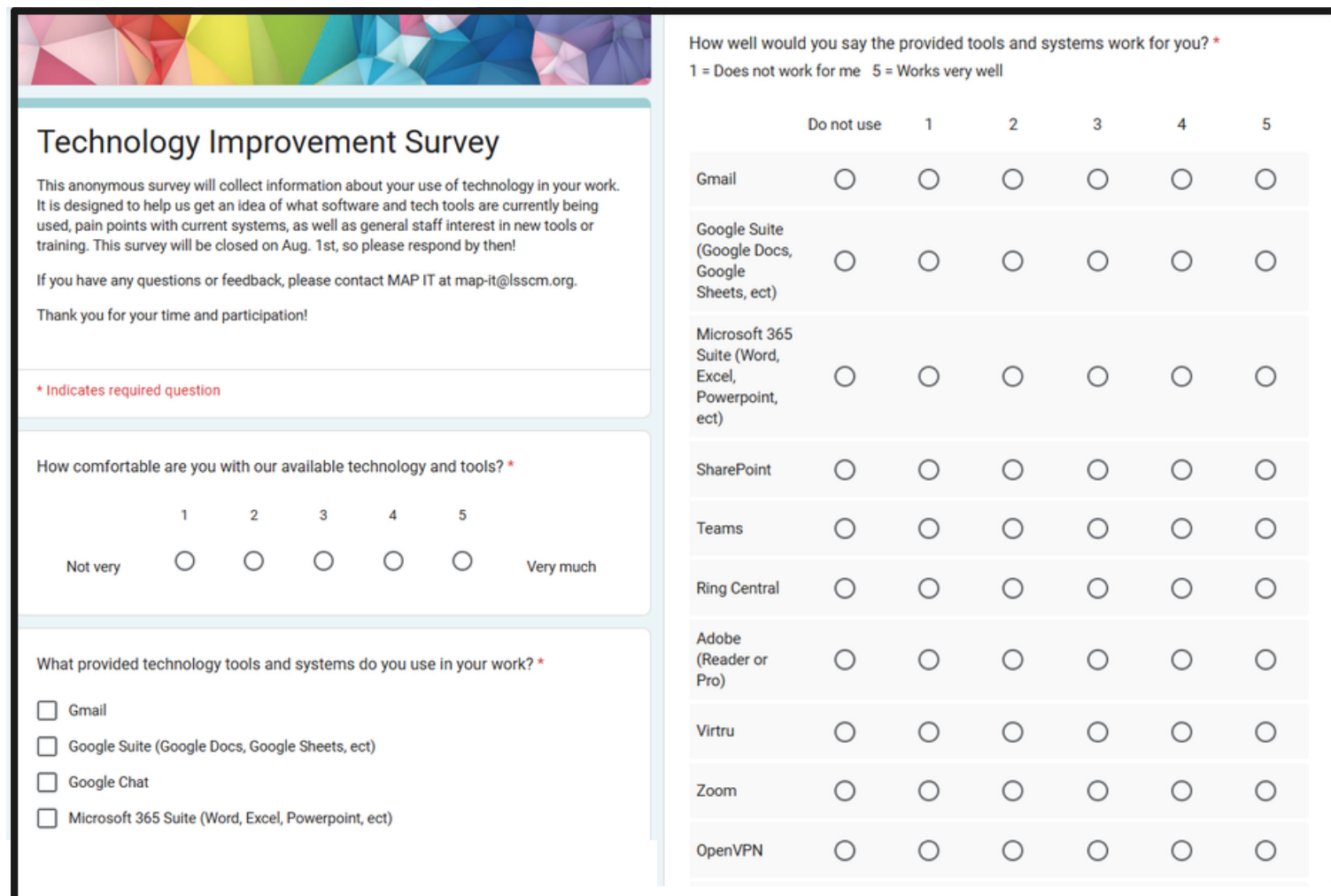
- Inaccessible tools
- Data/security concerns
- Equipment barriers



How to Collect Feedback

Anonymous Surveys

Feedback collected anonymously through surveys. Great for getting unfiltered thoughts and hearing from staff that may be less likely to speak up in a crowd.



The screenshot shows a survey titled "Technology Improvement Survey". It includes an introduction paragraph, a contact email (map-it@lsscm.org), and a list of technology tools. The survey is divided into three sections: a comfort level question, a list of tools to use, and a rating scale for each tool.

Technology Improvement Survey

This anonymous survey will collect information about your use of technology in your work. It is designed to help us get an idea of what software and tech tools are currently being used, pain points with current systems, as well as general staff interest in new tools or training. This survey will be closed on Aug. 1st, so please respond by then!

If you have any questions or feedback, please contact MAP IT at map-it@lsscm.org.

Thank you for your time and participation!

* Indicates required question

How comfortable are you with our available technology and tools? *

1 2 3 4 5

Not very ○ ○ ○ ○ ○ Very much

What provided technology tools and systems do you use in your work? *

☐ Gmail

☐ Google Suite (Google Docs, Google Sheets, ect)

☐ Google Chat

☐ Microsoft 365 Suite (Word, Excel, Powerpoint, ect)

How well would you say the provided tools and systems work for you? *

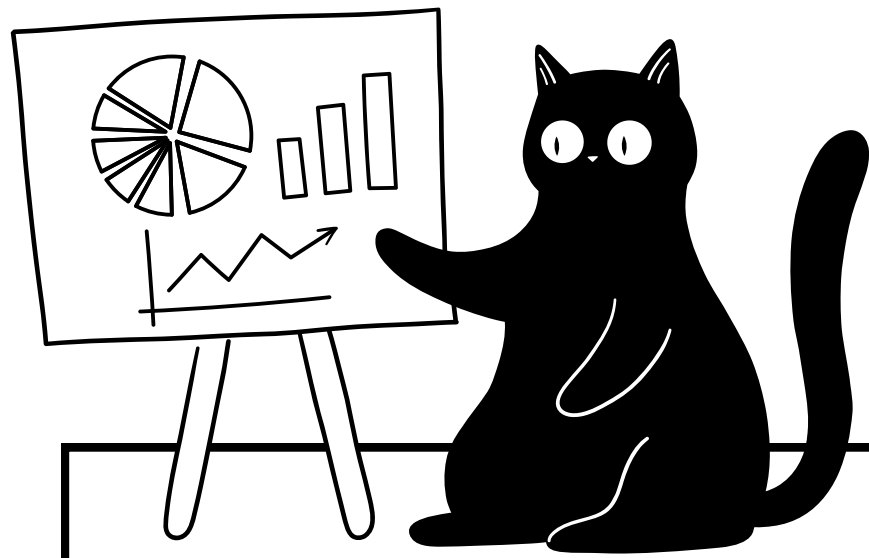
1 = Does not work for me 5 = Works very well

	Do not use	1	2	3	4	5
Gmail	○	○	○	○	○	○
Google Suite (Google Docs, Google Sheets, ect)	○	○	○	○	○	○
Microsoft 365 Suite (Word, Excel, Powerpoint, ect)	○	○	○	○	○	○
SharePoint	○	○	○	○	○	○
Teams	○	○	○	○	○	○
Ring Central	○	○	○	○	○	○
Adobe (Reader or Pro)	○	○	○	○	○	○
Virtu	○	○	○	○	○	○
Zoom	○	○	○	○	○	○
OpenVPN	○	○	○	○	○	○

Focus Groups

Set meetings with groups of interested staff, open office hours where anyone can drop in, or structured focus groups. Great for getting real-time feedback and enabling collaborative problem solving.





Data Analysis

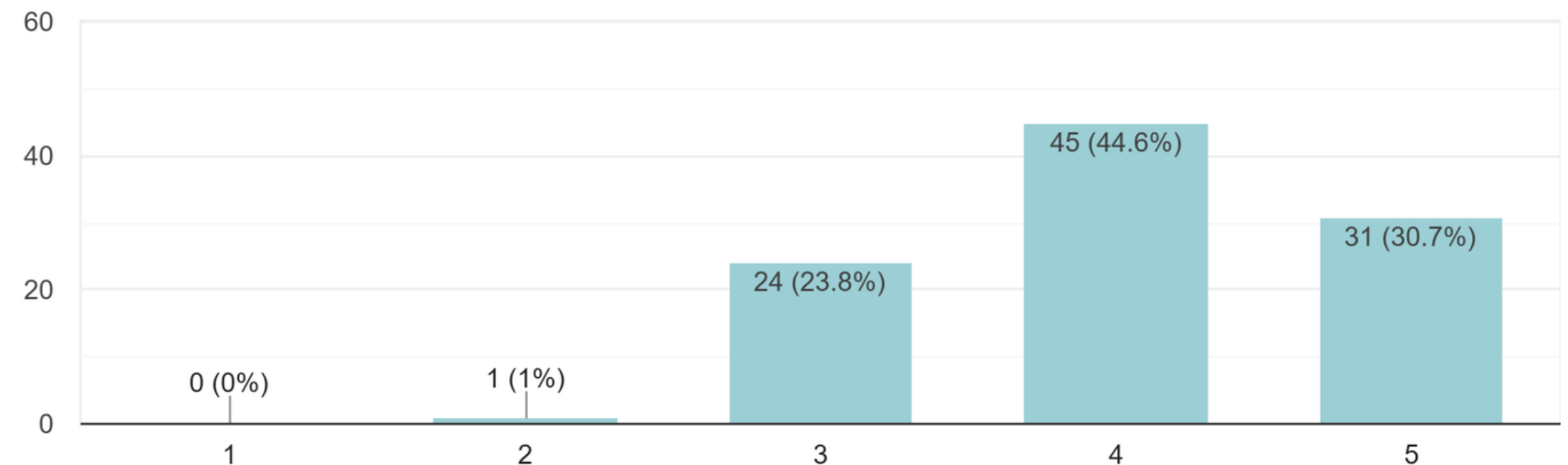
Analysing the data collected is just as important as collecting the data!

MAP/MSAS Staff Survey

- 101 responses (about 38% of staff)
- All provided technology was described as 5 - “works well” or 4 - “works fairly well”
- Most people are moderately interested in additional technology training

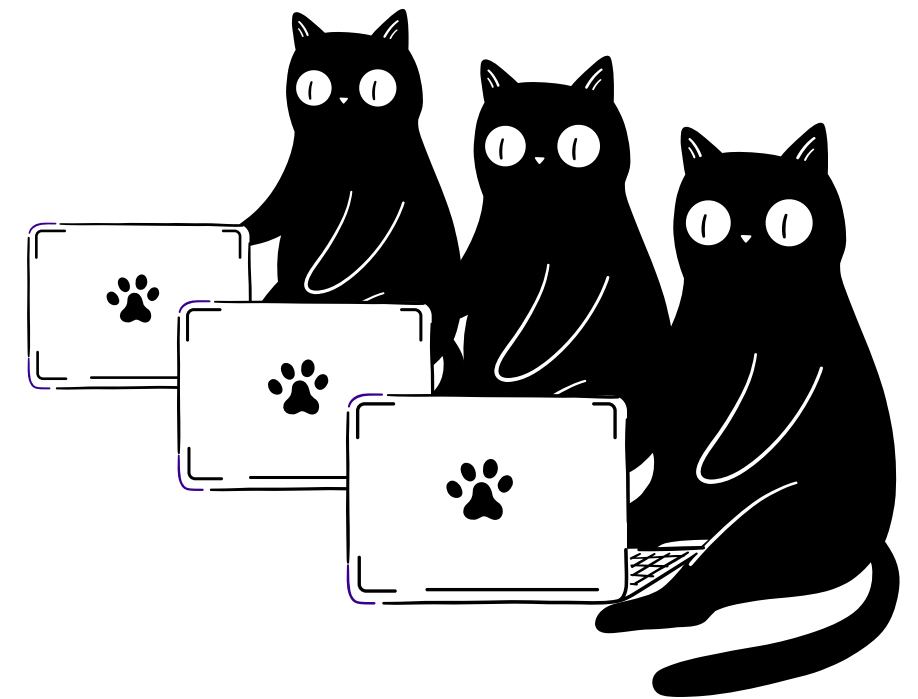
How comfortable are you with our available technology and tools?

101 responses

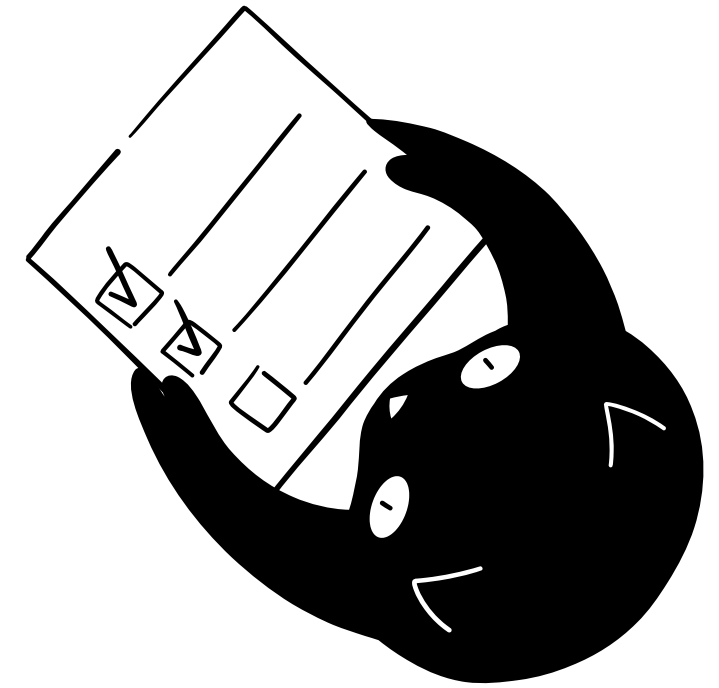


When to Collect Feedback?

- Early and often!
- Provide regular opportunities and multiple different methods for collecting feedback
 - Regular open office hours or task force meetings
 - Periodic anonymous surveys for targeted topics you would like feedback on
- Big questions? Consider an outside vendor for targeted audit
 - Can provide a more secure feeling of anonymity for sensitive topics
 - Paid to spend their time and resources focusing on one or a small group of questions

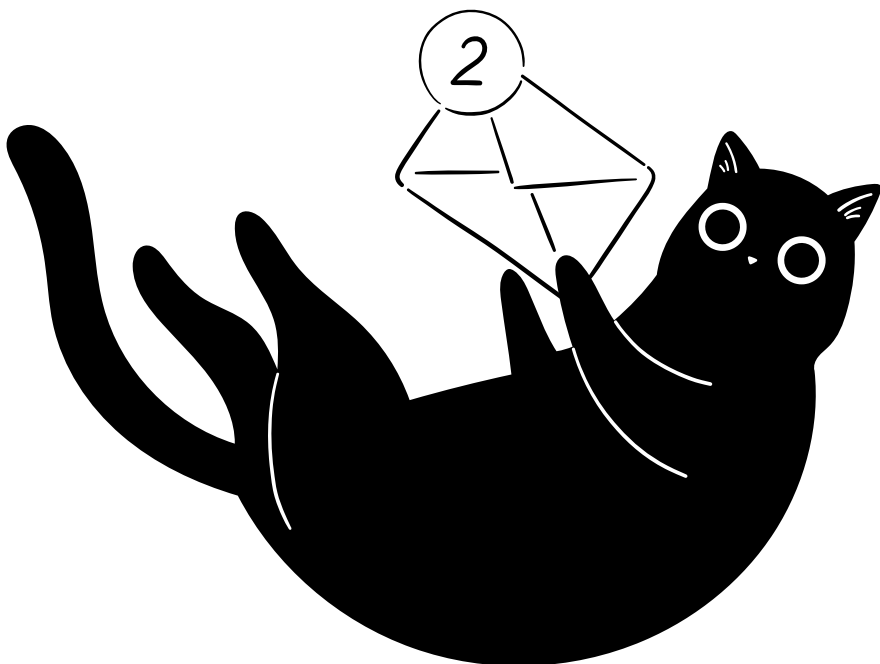


Feed Back the Feedback

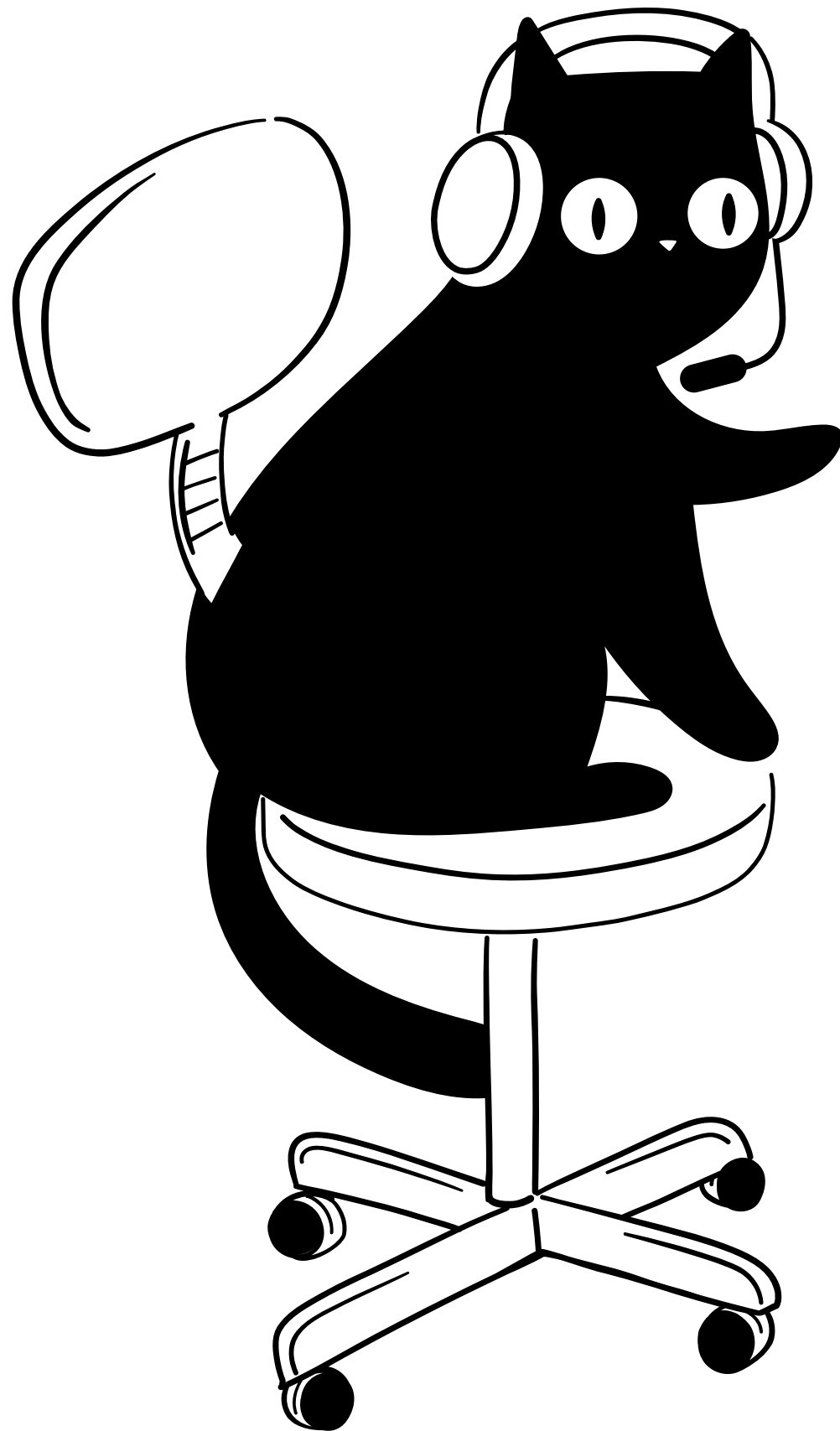


Feedback works best when it's a two-way street! Staff are more likely to participate in surveys and task force meetings if they feel like they are being heard.

- Provide regular updates on tool and process changes
- Send reviews of staff suggestions (with permission) and provide thoughts and feedback on their suggestions
- Implement requested training and improvements where possible
 - Make sure that people know when you've added things they've suggested!
 - Shout out staff for great ideas (with permission)
 - Schedule trainings in advance and give adequate notice to avoid scheduling conflicts



Equity and Inclusivity in Tech Improvements

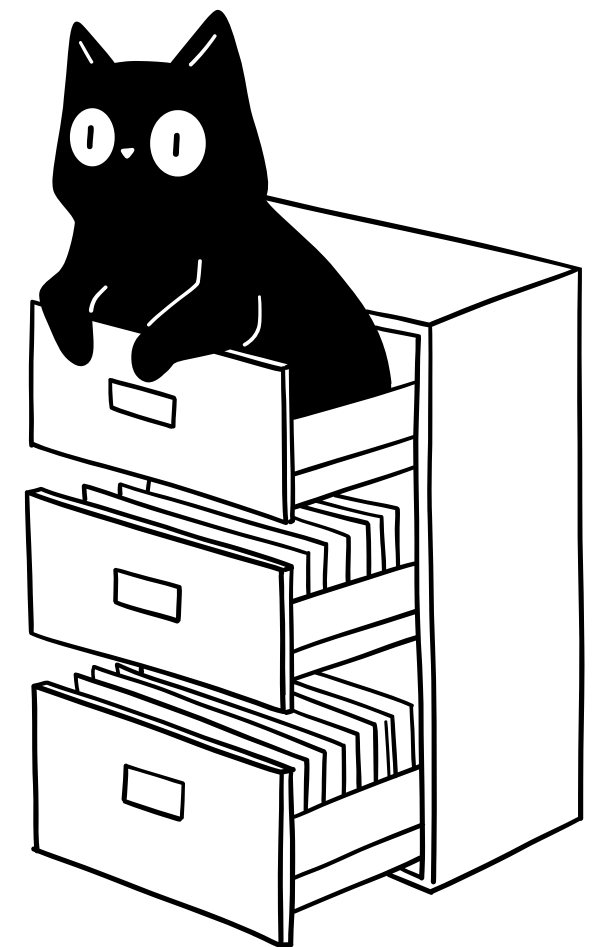


It is important to consider the functionality and accessibility of a wide range of staff for the most equitable outcomes. When evaluating technology, organizations should apply five primary principles:

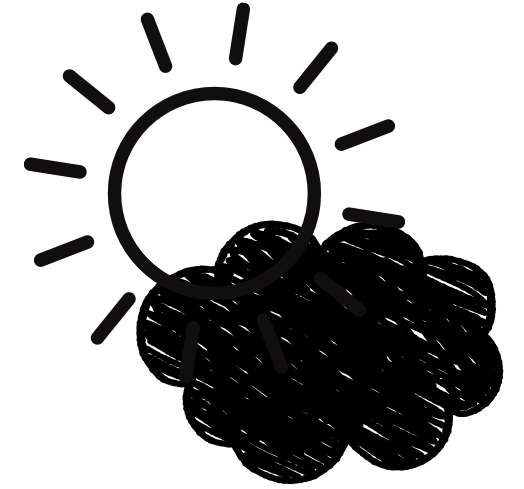
- Inclusivity: Include diverse stakeholders, from entry-level employees to tech experts and community members
 - Transparency: Document processes with clear, shared decision criteria
 - Accountability: Ensure oversight and adherence to organizational values
 - Mission-Alignment: Support the organization's stated goals
 - Sustainability: Consider long-term impact rather than short-term fixes
-
- Access to technology in daily life is unequal. Formal training should be provided in multiple formats to support various learning styles (recorded video, PDF, in person)
 - Technology is not static, be sure your programs and equipment can be flexible in response to changing functions and communities

5th Friday Going Forward

- Instead of a formal training on one specific topic we are exploring transitioning to a more open-forum, task force structure
- Meetings will be open to anyone state-wide that is interested in talking tech
- Moderated so that anyone with questions can join and get answers from a diverse group of tech stakeholders
- Idea and improvement sharing from all across the state!

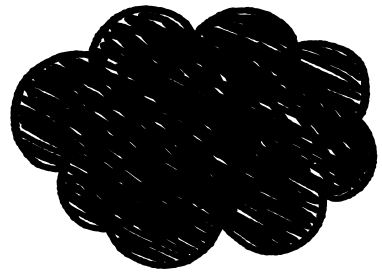


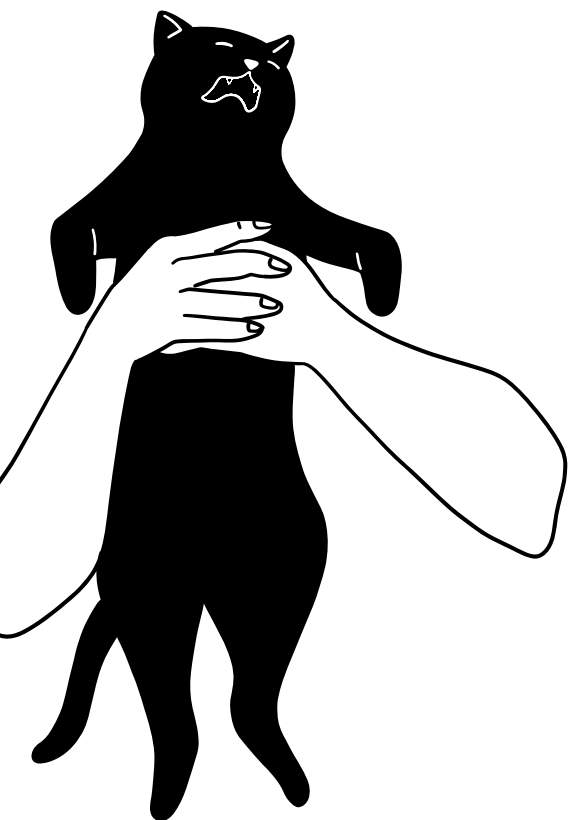
Thank You!



Lauren Mundy
Michigan Advocacy Program
Operations Manager

lmundy@lsscm.org





Resources

- [Equity_guide for Nonprofit Technology.](#)
- [16 Feedback Strategies To Try by Forbes Coaches Council](#)
- [The Tech That Comes Next by Afua Bruce and Amy Sample Ward](#)
- [Sample Technology Survey \(for reference only, please do not respond\)](#)

