

Issue #9: Progress Communication Dashboard

Repository: CherrelleTucker/codesign-toolkit **URL:**

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Progress Communication Dashboard

Keeping Stakeholders Informed and Engaged Throughout Development

Tool Category: Organizational & Process | **Phase:** Development + Deployment | **Difficulty:**  Intermediate

Maintain stakeholder confidence and engagement by systematically communicating progress, challenges, and how their input shaped the solution.

Tool Summary Card

Attribute	Value
 Purpose	Transparent, regular communication of project progress and stakeholder impact
 Time Required	2-3 hours setup + 30 minutes weekly updates
 Participants	Project manager + stakeholder engagement lead + key stakeholders
 Outputs	Visual dashboard, regular updates, stakeholder confidence metrics
 Frequency	Weekly updates during development, monthly during stable periods
 Materials	Dashboard template, communication schedule, feedback tracking system

When to Use This Tool

Essential For:

- Multi-month development projects with active stakeholder engagement
- Projects with multiple stakeholder groups needing different information
- Situations where stakeholders have invested significant time in co-design
- Complex projects where progress may not be immediately visible

⚠️ Consider Simpler Approaches When:

- Very short projects (< 4 weeks)
- Single stakeholder with daily interaction
- Purely internal development without external partners
- Projects where stakeholders prefer minimal communication

📊 Dashboard Structure & Components

Overview Dashboard Template

```
# 🚀 [Project Name] Progress Dashboard
**Last Updated:** [Date] | **Next Update:** [Date] | **Project Manager:** [Name]

## 📈 Project Health at a Glance
| Metric | Status | Trend | Target |
|-----|-----|-----|-----|
| **Timeline** | 🟢 On Track | 🟤 Improving | Week 16 Launch |
| **User Engagement** | 🟡 Monitoring | → Stable | >80% Participation |
| **Technical Progress** | 🟢 On Track | 🟤 Ahead | 85% Complete |
| **Stakeholder Satisfaction** | 🟢 High | 🟤 Improving | >4/5 Rating |
| **Budget** | 🟢 Under Budget | → Stable | <$X Remaining |
```

```
## 🕒 This Week's Highlights
**🎉 Major Accomplishments:**
- [Specific achievement with stakeholder impact]
- [Technical milestone reached]
- [User feedback milestone]
```

```
**👉 How Your Input Made a Difference:**
- [Specific example of stakeholder feedback implemented]
- [User testing insight that changed design]
- [Stakeholder suggestion that improved functionality]
```

```
**📅 Coming Up Next Week:**
- [Specific activities involving stakeholders]
- [Milestones stakeholders will see results from]
- [Opportunities for stakeholder input]
```

```
## 📊 Development Progress Details
[See detailed sections below...]
```

Detailed Progress Sections

🏗️ Development Milestones

```
## 🏭 Development Progress (Week X of Y)
### 🎯 Completed This Period ✅
- **Core Functionality:** [Specific features completed]
```

- *User Impact:* [How this helps users accomplish their goals]
 - *Stakeholder Input Used:* [Which feedback shaped this feature]
 - **Integration Work:** [Systems connected or APIs developed]
 - *User Impact:* [How this improves workflow or data access]
 - *Next Steps:* [What comes after this integration]
 - **User Interface:** [Screens, workflows, or outputs completed]
 - *User Impact:* [How this matches stakeholder requirements]
 - *Validation Status:* [Testing completed or planned]
- ### In Progress This Period** 🔍
- **[Feature/Component Name]:** [Brief description]
 - *Progress:* X% complete
 - *Expected Completion:* [Date]
 - *Stakeholder Touchpoint:* [When users will see/test this]
- ### Coming Up Next Period** 🕒
- **[Feature/Component Name]:** [What will be worked on]
 - *Stakeholder Involvement:* [How users will be engaged]
 - *Expected Outcome:* [What stakeholders will see]

🤝 Stakeholder Engagement Metrics

🤝 Stakeholder Engagement Update

Participation This Period

Activity	Invited	Participated	Satisfaction
User Testing Session	8	7 (88%)	4.3/5
Requirements Review	12	10 (83%)	4.1/5
Technical Validation	5	5 (100%)	4.5/5

Feedback Integration

🔍 Stakeholder Input This Week:

- **[Stakeholder Name/Group]:** "[Direct quote of feedback]"
 - *Action Taken:* [Specific response or change made]
 - *Timeline:* [When stakeholders will see the result]
- **[Another Stakeholder]:** "[Another piece of feedback]"
 - *Action Taken:* [Response]
 - *Status:* [Implementation status]

Upcoming Engagement Opportunities

- **[Date]:** [Activity] - [Who should participate] - [What input needed]
- **[Date]:** [Activity] - [Who should participate] - [Expected outcome]

⚠️ Challenges & Risk Communication

⚠ Challenges & How We're Addressing Them

Current Challenges

****Technical Challenge:**** [Description of technical issue]

- *Impact on Users:* [How this might affect user experience or timeline]
- *Our Response:* [What the team is doing to address it]
- *Stakeholder Action Needed:* [Any input or decisions needed from users]
- *Timeline:* [When we expect resolution]

****Stakeholder Availability:**** [If engagement is challenging]

- *Situation:* [Description of availability challenges]
- *Alternative Approaches:* [How we're adapting engagement methods]
- *Help Needed:* [How stakeholders can help improve participation]

Risks We're Monitoring

- **[Risk Description]:** [Likelihood: High/Medium/Low] | [Impact: High/Medium/Low]
- *Mitigation Plan:* [What we're doing to prevent/minimize]
- *Stakeholder Impact:* [How this could affect users if it occurs]

Dashboard Setup & Maintenance

Initial Setup Process

Step 1: Stakeholder Communication Preferences (Week 1)

Stakeholder Communication Survey

****For Each Stakeholder Group, Determine:****

****Frequency Preferences:****

- [] Weekly detailed updates
- [] Bi-weekly summary updates
- [] Monthly overview updates
- [] Milestone-based updates only

****Content Preferences:****

- [] Technical details and specifications
- [] User experience and interface updates
- [] Timeline and milestone information
- [] Budget and resource information
- [] Risk and challenge transparency

****Delivery Method Preferences:****

- [] Email updates with dashboard link
- [] Dashboard website they can check
- [] Brief video updates
- [] Live presentation/demo sessions
- [] Slack/Teams channel updates

****Engagement Level Preferences:****

- [] Information only (no response expected)
- [] Feedback requested on specific items
- [] Active participation in review sessions
- [] Decision-making involvement

Step 2: Dashboard Platform Selection

Simple Options (Recommended for Most Projects):

- **Shared Document** (Google Docs, SharePoint): Easy to update, accessible to all
- **Project Wiki** (Confluence, Notion): Good for searchable, linked content
- **GitHub Pages** (if using GitHub): Automatically updated from repository

Advanced Options (For Complex Projects):

- **Dedicated Dashboard Tools** (Airtable, Monday.com): Rich visualization and automation
- **Custom Web Dashboard** (using project data APIs): Real-time data integration
- **BI Tools** (Power BI, Tableau): Advanced analytics and visualization

Step 3: Update Schedule & Ownership

Dashboard Maintenance Plan

****Weekly Tasks (30 minutes):****

- [] Update development progress metrics
- [] Add stakeholder feedback received
- [] Update timeline and milestone status
- [] Review and update challenge/risk status

****Bi-Weekly Tasks (45 minutes):****

- [] Analyze stakeholder engagement metrics
- [] Gather satisfaction feedback from recent touchpoints
- [] Update upcoming engagement calendar
- [] Review and adjust communication approach if needed

****Monthly Tasks (60 minutes):****

- [] Comprehensive dashboard review and cleanup
- [] Stakeholder satisfaction survey analysis
- [] Communication effectiveness assessment
- [] Dashboard format/content adjustments based on feedback

****Ownership:****

- ****Primary Owner:**** [Stakeholder Engagement Lead]
- ****Technical Updates:**** [Technical Lead]
- ****Content Review:**** [Project Manager]
- ****Distribution:**** [Communication Specialist/Admin]

Communication Templates & Examples

Weekly Email Update Template

Subject: [Project Name] Week [X] Update - [Key Highlight]

Hi [Stakeholder Group],

Quick update on [Project Name] progress and how your input is shaping the solution.

⌚ **This Week's Key Accomplishment:**

[One major achievement that stakeholders care about]

🤝 **Your Impact This Week:**

[Specific example of how stakeholder feedback was implemented]

📊 **Project Health:** [Green/Yellow/Red] - [Brief status explanation]

📅 **Coming Up:**

[Next opportunity for stakeholder engagement or milestone they'll see]

📊 **Full Dashboard:** [Link to complete dashboard]

❓ **Questions?** Reply to this email or join our office hours [day/time].

Thanks for your continued partnership!

[Your name]

[Project team]

Milestone Announcement Template

Subject: 🎉 [Project Name] Milestone: [Achievement Description]

[Stakeholder Group],

Exciting news! We've reached a major milestone that directly reflects your input and collaboration.

🎉 **What We Achieved:**

[Description of milestone with user benefit focus]

🤝 **How You Made This Possible:**

- [Specific stakeholder contribution 1]
- [Specific stakeholder contribution 2]
- [Specific stakeholder contribution 3]

👀 **What You Can See Now:**

[Demo link, screenshots, or description of what's now available for review]

📝 **Next Steps:**

[What happens next and any stakeholder involvement needed]

🙏 **Thank You:**

[Specific appreciation for stakeholder contributions]

 **Full Details:** [Link to dashboard milestone section]

[Your name and team]

Challenge Communication Template

Subject: [Project Name] Update: Challenge & Our Response

[Stakeholder Group],

I want to keep you informed about a challenge we've encountered and how we're addressing it.

 **The Challenge:**

[Clear, honest description of the issue]

 **Impact Assessment:**

- **Timeline:** [Any effect on milestones]
- **Functionality:** [Any effect on planned features]
- **Your Experience:** [How this might affect end users]

 **Our Response:**

[Specific actions being taken to address the challenge]

 **How You Can Help:**

[Any input, decisions, or support needed from stakeholders]

 **Next Update:**

[When you'll hear back about progress on this challenge]

This is exactly why we work closely with you throughout development - to catch and address issues before they affect your work.

Questions or concerns? I'm available for a call anytime.

[Your name]

[Direct contact information]

Measuring Communication Effectiveness

Stakeholder Satisfaction Metrics

[## Monthly Stakeholder Communication Survey](#)

Overall Satisfaction: (1-5 scale)

- How satisfied are you with the frequency of project updates?
- How satisfied are you with the level of detail in updates?

- How satisfied are you with the transparency about challenges?
- How satisfied are you with visibility into how your input is used?

****Communication Preferences:**** (Multiple choice + comments)

- Is the current update frequency: Too much / Just right / Too little?
- The most valuable information in updates is: [Open response]
- Information you wish you received more of: [Open response]
- Preferred communication method: Email / Dashboard / Video / Meeting

****Engagement Quality:**** (1-5 scale + comments)

- I feel well-informed about project progress
- I understand how my input influences the solution
- I feel confident the project is meeting my organization's needs
- I would recommend this communication approach to other projects

****Open Feedback:****

- What's working well with project communication?
- What would you change about how we share progress?
- Any concerns about the project that updates don't address?

Communication Analytics

Email Engagement Metrics:

- Open rates by stakeholder group
- Click-through rates to dashboard
- Response rates to calls for feedback
- Time spent on dashboard (if trackable)

Dashboard Usage Patterns:

- Page views and session duration
- Most/least viewed sections
- Download rates for attachments
- Search queries (if available)

Stakeholder Participation Correlation:

- Engagement activity attendance vs. communication satisfaction
- Feedback quality vs. information received
- Project satisfaction vs. communication transparency

Troubleshooting Common Communication Challenges

"Stakeholder engagement is declining over time"

Diagnosis Questions:

- Are updates becoming routine without new information?
- Is the project timeline longer than stakeholders expected?
- Are stakeholders feeling like their input isn't making a difference?
- Has project scope or direction changed without clear communication?

Recovery Strategies:

- **Refresh the Value Proposition:** Remind stakeholders why their participation matters
 - **Vary Communication Formats:** Add demos, videos, or interactive sessions
 - **Increase Impact Visibility:** Show more concrete examples of input implementation
 - **Re-engage Personally:** One-on-one check-ins with key stakeholders
 - **Adjust Expectations:** Be honest about timeline or scope if things have changed
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"Stakeholders aren't responding to updates"

Possible Causes:

- Information overload or too frequent communication
- Updates don't contain actionable information for stakeholders
- Communication method doesn't match stakeholder preferences
- Competing priorities have shifted stakeholder attention

Solutions:

- **Streamline Content:** Focus on what stakeholders need to know/do
 - **Make It Interactive:** Ask specific questions or request specific feedback
 - **Change Delivery Method:** Try different formats or timing
 - **Personal Outreach:** Direct contact to understand communication preferences
 - **Reduce Frequency:** Less frequent but higher-impact updates
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"Different stakeholder groups want different information"

Tailored Communication Strategy:

- **Segmented Updates:** Different versions for different audiences
- **Layered Information:** Brief summary + detailed sections for those who want more
- **Role-Based Dashboards:** Different dashboard views for different stakeholder types
- **Choose Your Own Adventure:** Let stakeholders select information types they receive

Implementation Approaches:

- **Email Lists:** Separate lists for different stakeholder groups
 - **Dashboard Sections:** Clear sections for different audiences with navigation
 - **Tagging System:** Tag information by audience so people can filter
 - **Multi-Modal:** Some info via email, some via dashboard, some via meetings
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Integration with Other Tools

This Dashboard Supports:

- [Co-Design Project Planning Template](#) - Communication strategy execution
- [Decision Documentation Template](#) - Share decision rationale and stakeholder input
- [User Testing Protocol](#) - Communicate testing results and changes

Information Sources:

- [Stakeholder Mapping Workshop](#) - Audience segmentation and preferences
- [Requirements Definition Canvas](#) - Progress against user-defined requirements
- Development tracking tools (Jira, GitHub, etc.) - Technical progress metrics

Dashboard Feeds Into:

- [**Adoption Monitoring Framework**](#) - Pre-deployment engagement quality
 - **Project closeout documentation** - Communication effectiveness lessons learned
 - **Future project planning** - Stakeholder relationship foundation
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Source Attribution

Primary Sources:

- **NSITE Solution Project Plan Template** - Stakeholder communication requirements and ongoing engagement
- **NSITE Solution Project Requirements and Expectations** - Transparency and feedback loop requirements
- **MSFC Coordination on Solutions Co-Development Toolkit** - Progress tracking and coordination approaches

Supporting Sources:

- **Solution Co-Development Toolkit Narrative** - User feedback integration and communication loops
 - **SERVIR Service Design Tool 2021** - Stakeholder engagement maintenance and relationship management
 - Project management and change communication best practices adapted for co-design contexts
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Community Discussion

Share your communication experience:

- What dashboard formats work best for your stakeholder types?
- How do you balance transparency about challenges with maintaining confidence?
- What communication cadence keeps stakeholders engaged without overwhelming them?
- How do you measure whether your communication is effective?

Dashboard improvements:

- What sections would you add for your project contexts?
 - How do you automate dashboard updates to reduce maintenance time?
 - What tools work well for creating visual, engaging progress communications?
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