

# Dojo Feedback

It is important for any organisation or group to take feedback seriously and make changes to reflect this, CoderDojo or individual Dojos should be no exception.

Below you will find information on methods of obtaining feedback on your Dojo and how to deal with this feedback once you get it.

It is important to always approach the gathering and receiving of feedback in an objective, open minded manner and to try not to take it personally. Like the nature of open source software, a Dojos structure and operations should be flexible enough to make necessary changes to improve if it is required and best for all involved.

## Methods of Obtaining Feedback

### Feedback Forms at Dojo sessions

You can leave optionally anonymous feedback forms around your Dojo with feedback boxes and encourage people attending to drop in any points they would like to make.

### Team meetings

If you don't already have team meetings gathering feedback from co-organisers, mentors and volunteers can be incredibly beneficial towards improving your Dojos efficiency. When points are made in meetings in relation to feedback on your Dojo or possible changes suggested these should be taken note of and considered.

### Parents Survey

You can create a survey specifically designed to ask relevant questions to parents to allow them to provide feedback about the Dojo. This could be in a paper format or through the use of an online form systems such as Google Forms

### Mentor Survey

You can create a survey specifically designed to ask relevant questions to mentors to allow them to provide feedback about the Dojo. This could be in a paper format or through the use of an online form systems such as Google Forms.

## **Ninja/Attendee survey**

You can create a survey specifically designed to ask relevant questions to the young people to allow them to provide feedback about the Dojo. This could be in a paper format or through the use of an online form systems such as Google Forms.

# **Ways of Addressing Feedback**

## **Making a Note**

If any official feedback or criticism is made about your Dojo, irrelevant of the context, it should be noted. If it is a severe criticism, or one that appears to be repeated by different people then you will need to take action as soon as possible.

## **Taking action**

Sometimes taking action on feedback to your Dojo can be as simple as putting up a sign, making something certain information more accessible on your website or introducing registration for your Dojo.

## **Disciplinary action**

If serious complaints arise concerning unacceptable mentor behaviour then it is necessary for disciplinary action to be taking. Depending on the policies your Dojo has in place and the nature of the complaint this could vary from having a talk with them about their manner, to asking them to cease volunteering at the Dojo.

The need for disciplinary action in Dojos is very rare but keeping in mind the importance of creating a safe space for young people then it is imperative that all complaints are taken seriously.

# **How to deal with negative feedback**

## **Don't take it personally.**

Everyone involved in your Dojo is a volunteer and you are doing incredibly well.

## **Do not get angry or defensive**

Don't get angry and just assume that the person delivering the feedback is in the wrong. Always deal with complaints calmly and investigate if there is any truth in them before making a decision about how to proceed.

## **Take it seriously**

Discuss complaints with relevant persons in your Dojo (e.g. other mentors, parents etc.) and see if there are others who agree as it may lead to a realisation of some changes that may be necessary.

## **Irrelevant Complaints/Feedback**

Some feedback may not be beneficial to your Dojo or it may not represent your Dojos entire community. In cases such as these it is important to discuss the feedback with mentors, parents etc similar to any other complaint, acknowledge the feedback and move on if it is deemed unnecessary to take action.

## **Ensure your Dojo is a positive and safe space for Young People**

As the leader of your Dojo it is your responsibility to ensure that your Dojo is a positive space for young people to relax and explore digital making, this is your top priority. By handling complaints effectively you can improve your Dojos atmosphere and make it a great place for kids to have fun and learn!

**Intended for RP Pilot Participants**

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