

# CIVIC DIGITAL FELLOWSHIP

## ADSD Branch Feedback

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### Website Development and Operations Branch

Any opinions and conclusions expressed herein are those of the authors and do not necessarily represent the views of the U.S. Census Bureau.

# Problem: What Level of Service are we providing to our customers?

- How can we measure our performance?
- What key metrics can we collect?
- Where can areas of improvement be made?

Solution: Create a Feedback Channel to collect key metrics

## ADSD would like your Feedback

Required fields are marked with an asterisk (\*).

**Select your branch: \***

Select a branch



*Please rate the service provided by the branch with one star being 'Very Negative' and five stars being 'Very Positive.'*

**My request was completed as expected: \***



**Do you have any comments or concerns?**

Leave some feedback so that we can improve

# Solution: Dashboard to summarize and display the data

## ADSD Feedback

Average Rating

4.48 Stars




Most recent comment


Website Development and Operations Branch

We were surprised and pleased with how quickly the team worked to update the population clock on census.gov


Completion

5 

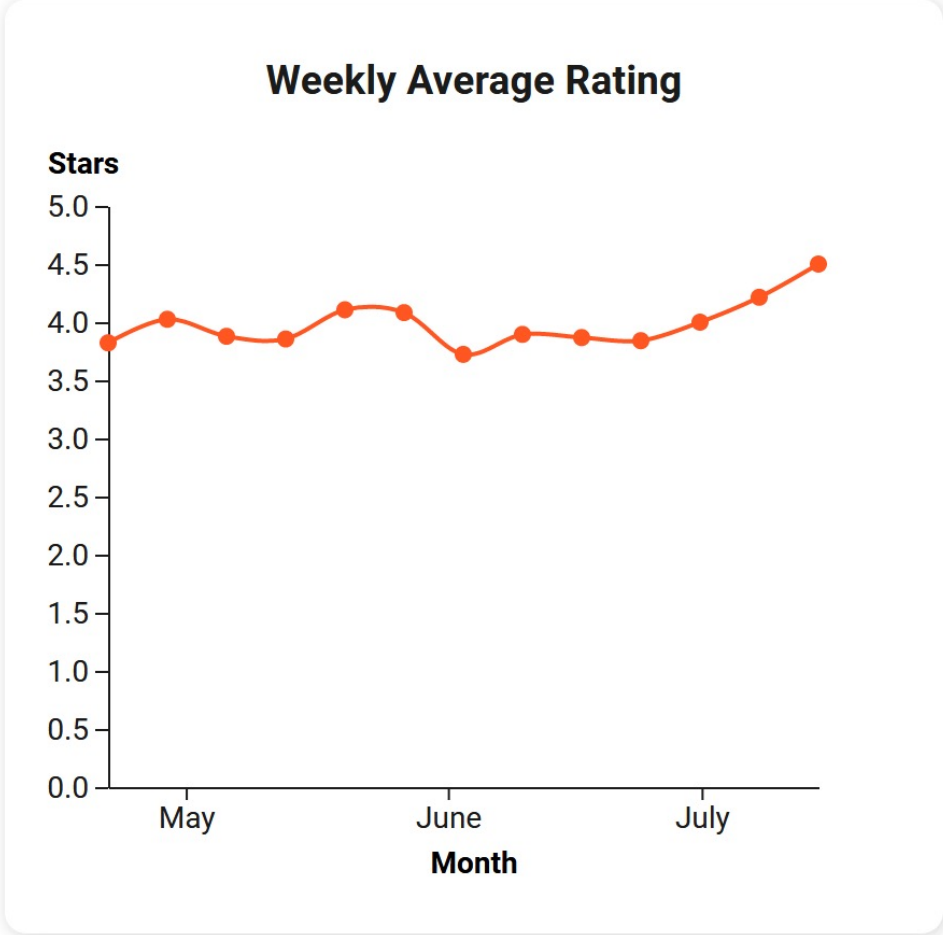
Timeframe

5 

Satisfaction

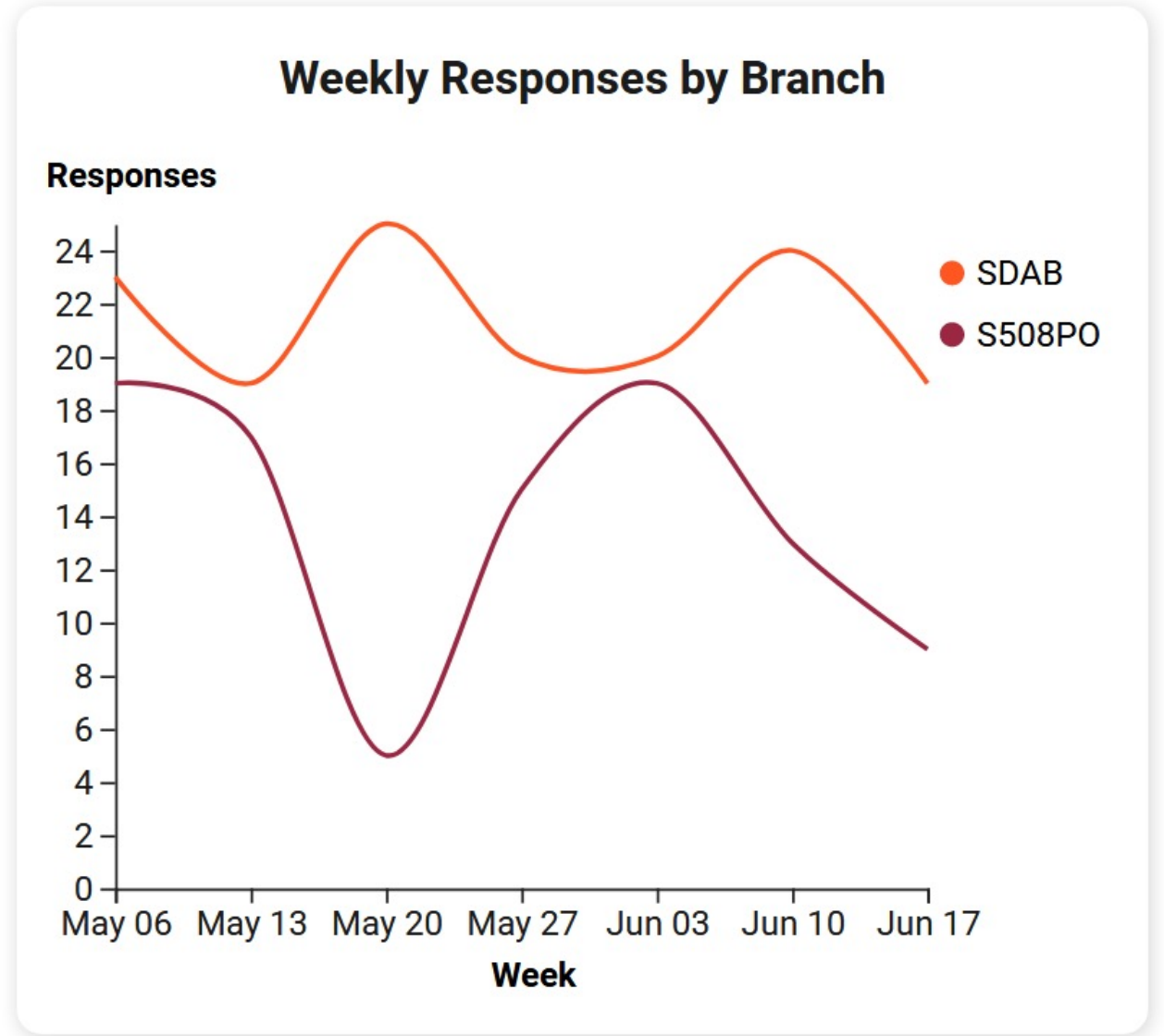
5 

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# Feedback Features

- Customizable metrics for each branch
- Centralized to easily compare across branches
- Exportable so you own your data



# Conclusion

## Current Status

- ✓ Survey and dashboard version 1 for ADSD's Enterprise Content and Business Software Solutions
- ✓ Currently Live

## Future

- Implement feedback from Branch Chiefs in version 2
- Expand to wider organization

Thanks to WDOB, COIL, and CIF!