**PROJECT DESCRIPTION: SURVEY FEEDBACK DASHBOARD**

**By Trinh Nguyen (Graduate Student Assistant)**

1. **Background**

During my internship at the Division of Budget (DOB), I had the opportunity to work on a high-impact project for the Human Resources (HR) department, a Survey Feedback Dashboard that would be released to all staff within the Division. The purpose of this dashboard was to visualize employee feedback in a clear, engaging, and comparative format, allowing leadership to better understand trends and sentiment across the organization and may come up with follow up action where possible.

The project was particularly important because it touched on workplace culture and employee perceptions, topics that influence policy decisions and organizational improvement initiatives. This dashboard was not just a technical deliverable, but a tool for organizational insight.

When I first joined the project meeting, I was expected to play a supporting role, assisting a colleague Patrick Vogt who had experience in Tableau, and I was also asked to think about it using PBI to compare the outcome from both tools. However, as the project evolved, my responsibilities grew. My colleague became occupied with other priorities, and I stepped into the primary developer role. From that point forward, I was responsible for cleaning, transforming, and visualizing the survey data, ensuring the dashboard met both technical and strategic needs using Power BI.

1. **Scope of Work**

*Tool: Excel, Power Query, Power BI*

My main responsibility was to design and deliver the dashboard that HR would share with the entire Division. This meant working with raw survey data, transforming it into meaningful insights, and ensuring the results were presented in a visually appealing, user-friendly format.

I used Power Query to clean and connect datasets and Power BI to build an interactive dashboard. While I had limited prior experience with Power BI at the beginning, this project gave me the opportunity to become comfortable and confident with the tool. Over the weeks, I learned to create dynamic calculations, use multi-row cards, gauge charts, stacked column charts, and design layouts that highlighted top and bottom performing survey questions. I also incorporated branded color schemes to align with DOB’s style and enhance visual cohesion.

Initially, my role was exploratory, working alongside my coworker to understand the previous dashboard’s structure. But as my involvement deepened, I became the key driver of the new version. The final product was significantly more advanced than last year’s dashboard, offering year-on-year comparisons and deeper insights, and was praised for its professional polish.

1. **Project Requirements**

The core project requirements included:

* Presenting accurate and complete survey results.
* Enabling year-over-year trend comparisons.
* Designing a clear and accessible interface for all employees.
* The dashboard can be maintained and automatically updated yearly.

The previous year’s dashboard met the basic functional needs, but it lacked interactivity and depth (created by my Team last year using tableau). My goal was to exceed expectations by delivering a tool that not only met requirements but also added strategic value and was insightful enough for everyone.

1. **Project Development Process**

The development process was iterative, with multiple feedback rounds involving various levels of leadership. My supervisor worked closely with me throughout the project, reviewing my drafts in detail and offering guidance that helped refine both the technical and visual aspects of the dashboard. I deeply appreciated this support, it made the process collaborative and provided me with valuable professional mentorship.

*Timeline of Reviews and Revisions*

* 07/11– First briefing meeting
* 07/18 – First feedback session with Supervisor.
* 07/22 – Review with Section Head.
* 07/24 – Feedback meeting with Assistant Unit Head.
* 07/25 – Joint feedback session with Unit Head and HR Director.
* 08/01 – Revision 1 completed.
* 08/04 – Revision 2 completed.
* 08/05 – Revision 3 completed.
* 08/06 – Revision 4 completed.
* 08/07 – Revision 5 completed, final version approved for release.

One interesting dynamic I observed was that the tone of feedback shifted as it moved through higher levels of review. Early stages focused on technical corrections and content adjustments. As it progressed up the chain, the comments became more positive, focusing on narrative framing rather than structural changes. This gave me valuable insight into how messaging is shaped at different leadership levels.

1. **Outcome and Recognition**

The final dashboard was released in an official HR email to the entire Division. The email not only showcased the dashboard but also highlighted my contribution by name. I was invited to present the dashboard in a meeting, where leadership publicly acknowledged my work and the quality of the final product.

Link to my work can be found here: This includes the 3 version: last year dashboard, this year dashboard was created by me before and after manager’s inputs:

<https://drive.google.com/drive/folders/19CVsVH9RmSuBvl2JUly6k0qvfJj5NX52?usp=sharing>.

Feedback from my supervisors and leaders included words like *“beyond what an intern could do,” “excellent job,”* and *“we’ve never seen such quality work.”* This recognition was deeply meaningful, it validated my effort and confirmed that my work had a tangible impact.

An unexpected outcome of the project was that I was nominated by my supervisor and section heads to deliver high-level training for employees at DOB on dashboard usage. This demonstrated the trust and confidence leadership had in my abilities and allowed me to contribute in a way that extended beyond the original scope of the internship. Also, gaining trust from my entire team, proofed by my technical ability earns me the chance to extend my internship into the next semester.

1. **Lessons Learned**

From this project, I gained both technical skills and professional insights:

* I became fluent and comfortable with Power BI, learning how to apply a variety of visual elements and dynamic calculations.
* I developed a deeper understanding of how leadership shapes feedback and messaging for broad audiences.
* I experienced the value of consistent mentorship, as my supervisor’s detailed guidance was instrumental in my success.
* I learned that stepping into ownership of a project can significantly increase visibility and career opportunities.

This project not only improved my technical abilities but also reinforced my confidence in handling high-profile work. The recognition I received from multiple leadership levels was one of the most rewarding aspects of my internship and has motivated me to continue pursuing data analytics and visualization work in my career.