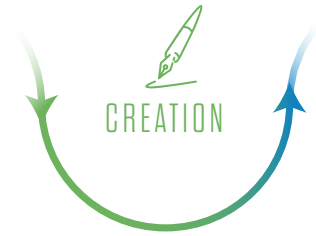


FEEDBACK GRID

The Feedback Grid is a method used by designers to capture participants insights about a service prototype. With four quadrants to note participants' likes, wishes, questions and ideas, this method helps designers to organize feedback to improve the service.



PREPARATION:

Up to 15 minutes

DURATION:

15-30 minutes

FACILITATORS:

1 per workshop

RESOURCES:

Pens, Post-its, a large sheet of paper or whiteboard

PARTICIPANTS:

3–30, design team, partners, community members, etc.

EXPECTED OUTCOME:

Feedback data

DESIGN PHASE:

Creation

TEMPLATE OR

GUIDELINES:

Feedback Grid sheet

1. START:

State the design challenge (i.e. the selected “How Might We” statement) or a sub-focus area of it.

2. IDENTIFY:

Based on your HMW statement or the focus of what you are interested in, define the criteria and select the suitable participants.

3. PREPARE:

Organize a meeting with the selected participants, and gather the necessary resources and supplies.

Print enough Feedback Grid sheets in A3 or bigger or draw a large one on a whiteboard. In the latter case, draw a plus in the upper left quadrant, a delta in the upper right quadrant, a question mark in the lower left quadrant, and a light bulb in the lower right quadrant. Think about what expectations will be set up-front, how you will start and end the workshop, and how much time participants are expected to dedicate to this activity.

4. CONDUCT:

Fill the four quadrants with your or a user’s feedback. Things one likes or finds notable, place in the upper left; constructive criticism goes in the upper right; questions that the experience raised go in the lower left; ideas that the experience or presentation spurred go in the lower right. If you are giving feedback yourself, strive to give input in each quadrant (especially the upper two: both “likes” and “wishes”).

5. REPORT:

Right afterwards, analyze data, discuss the results and write up the key outcomes from this exercise.



WHAT WORKED:



WHAT COULD BE IMPROVED:



QUESTIONS?



IDEAS!