



CODESIGN TOOL:

Feedback Facilitation Template



This template can be adapted for real-time (e.g., focus group, interview) or asynchronous (e.g., independent, survey) tasks as part of Stage 5: Test and Refine. The person responsible for the activity should use carefully chosen language, such as that provided below as an example (refined as needed), and fill in the **[blue highlighted]** information in advance. Lastly, it is important to keep plenty of clear notes when using interviews or focus groups, so plan how you will do this, whether it is recording the session, asking someone else to specifically take notes, or something else.

Welcome

Thank you for your willingness to participate in this project and to provide feedback on our work. Our goals for today are to learn more about your perspectives on [resource name or description] that our team has been developing over the past few weeks.

[Describe motivation for project].

[Introduction of person leading session; introductions of others].



Pro tip: Create an inclusive experience by attending to the needs of all participants in the meeting. This means asking for special needs in advance, requesting and using preferred pronouns, and using a microphone and/or closed-loop hearing device, visual descriptions, materials designed for color blindness, and/or a translator or sign language interpreter where possible.

Task

We are asking you to review [resource] to help us understand whether and how it might be useful to you in your work and how we might improve it moving forward. We welcome all

feedback and truly value your honest remarks. Your input will only be shared with members of our co-design team and for the purposes of improving this project, so please feel free to speak openly.

We would like to ask that you [describe instructions for engaging with design, e.g., read the text, play around with the website, try these ideas in a classroom - whatever the expectation is]. We ask that you do this [specify time; e.g., take the next 10 minutes to..., review it over the next 14 days, etc].

When engaging with [product], please pay particular attention to:

- [List priority questions in clear, general terms; e.g., how easy it is to navigate the resource; language and references to issues of equity; etc.]

After you've had time to engage with the resource, we'd like to ask you some questions about those issues as well as a few others that will help us make this as useful a resource as possible for [audience].

Gathering feedback

Application of this section will vary depending on whether you are doing a survey, interview, focus group, or other method.

Now that you've had a chance to explore the resource, we would like to hear your thoughts about it.

[Insert priority questions developed by the team in the planning session. Best practices include:

- Moving from general to specific (e.g., overall usefulness to value of particular features)
- Avoid leading questions (e.g., *We know teachers really like X, so we put X in there. Was that helpful?*)
- Ensure all participants have the opportunity to voice opinions (in focus group)
- Ask for specific examples of strengths and weaknesses or specific improvements
- Give them time to share additional issues you didn't ask about or ask their own questions

- Ask: What would you do differently?]

Wrap up

However you conduct the feedback session, it is important to make sure participants feel valued. Also, make sure they have someone's contact information in case future communication is needed. And of course, the team should make sure they share the final product with participants, expressing thanks once again for their time. Here is some suggested wording:

On behalf of our team, I want to thank you so much for sharing your perspectives on this work. It is invaluable to us to have your input, and your contributions will help make this a much better [resource].

We will keep you posted on our progress and share the final resource with you. Please let us know if you have any last-minute thoughts or questions, and if we can be of assistance to you in the future.