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| **AAR SUPPLEMENT ON USING TECHNOLOGY AND** **COLLECTING ANONYMOUS FEEDBACK** |
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| This supplement is available to assist with using technology to facilitate an After Action Review (AAR), as well as some options for collecting anonymous feedback.  |
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| **TECHNOLOGY FOR VIRTUAL FACILITATION** |
| The tools in this section may be helpful if you are facilitating your AAR virtually. They can also act as a way to allow staff to give their feedback anonymously in-person or virtually. |
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| ***Google JamBoard:***JamBoard is a digital whiteboard that allows your team to collaborate on a screen by drawing, adding text or images, and more. You can have up to 25 team members working together on the same screen and everyone can see one another’s contributions in real time. If people are not logged into google when they work on JamBoard, it will assign everyone an anonymous username. Setting up a JamBoard will require a google login.Note: Google recently came out with a product called JamBoard that is an actual whiteboard, but the [JamBoard App](https://jamboard.google.com/) is still available for free and functions on most computers, Android and Apple devices.For more information on JamBoard, see the [JamBoard Help page](https://support.google.com/jamboard#topic=7383643) or access the [JamBoard App](https://jamboard.google.com/) |
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| ***Annotate in Zoom:***The annotate feature allows participants to draw, type, and stamp on a document that is pulled up. It can be used anonymously or with names identified. Images can be saved to reference later before clearing the annotations. Note: in order to use the annotate feature, you must take some steps to enable it. It is also recommended that you have all participants update the Zoom app on their devices to the newest version available.For more information and steps to enable annotation on Zoom, visit this [article on the Zoom Support page.](https://support.zoom.us/hc/en-us/articles/115005706806-Using-annotation-tools-on-a-shared-screen-or-whiteboard) You may want to share this page with staff as well, there are slightly different instructions on how to access this tool depending on what type of device they are accessing from, if some staff may be using a smartphone or tablet. |
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| ***PollEverywhere:***PollEverywhere is a virtual audience responses system. It can be imbedded into a PowerPoint or used on its own both virtually and in-person. It is most helpful for text-based and multiple-choice questions. Attendees respond to polls on individual devices. Polls can be set to be anonymous (recommended). The free version allows up to 25, and there are paid subscriptions that allow for larger audiences.There are many resources on the PollEverywhere website that explain more about this tool and its capabilities, but this resource on [How it Works](https://www.polleverywhere.com/how-it-works) is a great place to start to learn more. |
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| **OTHER ANONYMOUS FEEDBACK MECHANISMS** |
| While all of the facilitation tools above have functions to collect anonymous feedback, the tools mentioned below are additional options for collecting feedback. |
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| ***Notecards (low-tech option):***If you don’t plan to use technology, we recommend still having a mechanism for anonymous feedback from staff. Notecards available and baskets to place them in without being identified can be a great way to do this – you could even set up a suggestion box over a couple weeks leading up to the AAR discussion to collect their thoughts that they’d like brought into the conversation. |
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| ***SurveyMonkey:***SurveyMonkey is a great option for online surveys. Free accounts are limited to 10 questions. SurveyMonkey makes survey creation, data collection, entry and analysis intuitive and easy. See the end of this section for sample survey questions which can be copied and pasted into an online survey platform.SurveyMonkey has an excellent [help center](https://help.surveymonkey.com/?ut_source=homepage&ut_source3=megamenu) to assist you in understanding its features and in creating a survey. |
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| ***Google Forms:***Google Forms is another option for creating surveys and collecting feedback. Results go directly into Google Sheets. It has many of the same features as SurveyMonkey, and may be especially convenient if you plan to use other Google apps such as JamBoard. See the end of this section for a link to create a copy of a sample survey to use in Google Forms.See [this page](https://www.google.com/forms/about/) for more information on Google Forms. |
| **SAMPLE SURVEY QUESTIONS FOR ANONYMOUS FEEDBACK:** |
| Below are some sample survey questions you may want to ask for anonymous feedback on. As with everything in this process, you are welcome to add or remove questions as you see fit. For Google Forms, you can use [this link](https://docs.google.com/forms/d/1_uwyCCvP7l6Q5qUZXBTDz8xEMqg6ui-x2S6Eer004lg/copy?usp=sharing) to create a copy of the survey and edit it for your use. For SurveyMonkey, you can copy the entire list of questions and paste it directly into SurveyMonkey\*. To import into SurveyMonkey: When you start to create a survey, on the left of your screen there is an option to Import Questions which will open a box that you can paste the questions into. You may need to hit enter after the final question on the list in order for SurveyMonkey to recognize them. Once you input these questions, you may want to change the question type to comment box rather than single textbox for ease of use. This list includes 7 questions, which means that with a free SurveyMonkey account, you could add up to 3 more.* Reflecting on our work over the last year and a half, what do you think we did well? How can we build on these successes?
* Reflecting on our work over the last year and a half, what do you think could be improved moving forward? How can we address these challenges?
* Which services do you think could be improved at our agency? How would you change them?
* What lessons do you think our agency should take away from the last year?
* What can we do to better support staff?
* What other issues need to be addressed?
* Please share any additional feedback:
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| **SUPPORT ON TECHNOLOGY & ANONYMOUS FEEDBACK:** |
| Additional guidance is available on technology and anonymous feedback. Megan Murray (meganm@wcasa.org), WCASA Evaluation Coordinator, has experience working will these tools and is available for questions you may have about technology for facilitation, anonymous feedback, or other aspect of the AAR process. |