



## Network Feedback

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# Leading Communities of Practice



Education  
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# Feedback

Chairs and Executives can use a range of tools to obtain feedback on their effectiveness. Most networks are using the CoP Self-Assessment Tool. This can be augmented using any of the following tools.

- Exit feedback
- Assigned feedback at the end of meetings
- Annual survey (via Survey Monkey, for example)
- Annual interviews by the Chair with the Executive

## Exit feedback

### Exit ticket

Network members are asked to provide a brief response to one or two key questions and drop their responses in a box on their way out of the meeting. Questions could include:

- What had most impact today?
- What excited you?
- What could be done differently to better engage you?
- What was one thing that your CoP or initiative-specific group accomplished today?
- What have you changed your thinking about?
- What did you learn?
- What did you contribute?
- How did you feel supported today?

### Hot dots

At the end of the CoP meeting, members are provided with a sticky dot and asked to place it on the [matrix below](#).

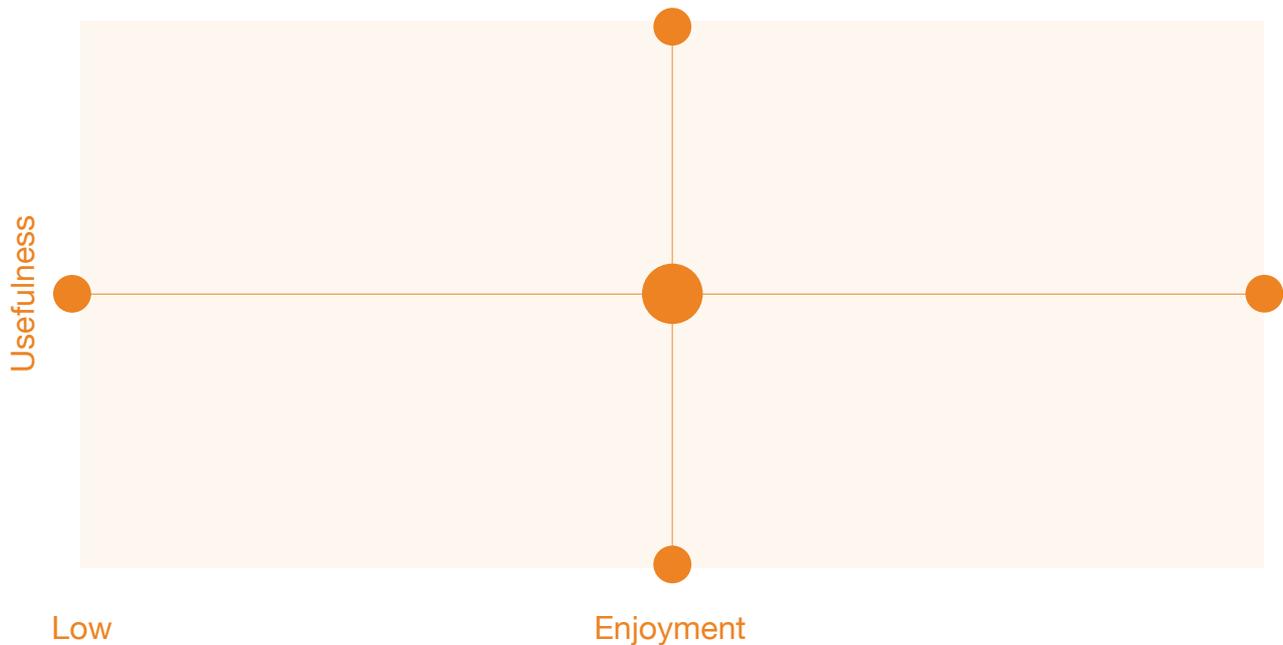
## Assigned feedback at the end of meetings

At the start of the meeting, one person is assigned a feedback proforma. That person provides feedback around the establishment of protocols during the last five minutes of the meeting.

An example proforma is provided on the following page.

This feedback tool can be used at the Executive meeting or with the entire network CoP.

There are many examples of online survey tools that can provide instant feedback. See Bastow website for links in the CoP resource section.



# Example feedback proformance

## Network Meeting Processes

1. Are you satisfied with the quality of the papers provided for the network?	Not satisfied	Reasonably satisfied	Very satisfied	Unsure
a. quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. length	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. relevance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. timeliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

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How can the Executive improve in this area?

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2. Are you satisfied with the quality of information provided at the network meetings?	Not satisfied	Reasonably satisfied	Very satisfied	Unsure
a. relevance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. time allocated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. clarity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

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How can the Executive improve in this area?

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3. Are you satisfied with network time management?	Not satisfied	Reasonably satisfied	Very satisfied	Unsure
a. kept to time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. enough time for each item	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

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How can the Executive improve in this area?

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4. Are you satisfied with the clarity of the network's decisions?	Not satisfied	Reasonably satisfied	Very satisfied	Unsure
a. Are you satisfied with the clarity of the network's decisions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

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How can the Executive improve in this area?

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5. Are you satisfied with the quality of the network's interactions as evidenced at this meeting?	Not satisfied	Reasonably satisfied	Very satisfied	Unsure
a. among members	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. with the Executive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

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How can the Executive improve in this area?

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6. Are you satisfied that the network knows and prioritises the important issues to be discussed?	Not satisfied	Reasonably satisfied	Very satisfied	Unsure
a. Are you satisfied that the network knows and prioritises the important issues to be discussed?	■	■	■	■

Comments:

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How can the Executive improve in this area?

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