



Operational / Program Feedback, Decision-Making and Communications Procedure Outline

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Feedback Gathering

- Program evaluation surveys* done at end of each program, workshop and event. They will be anonymous but ask for optional demographic information and have the option to provide contact info if follow-up from Ten Oaks Project staff** is desired.
- Programs (Camp Ten Oaks, Project Acorn, Oak Grove Family Camp)
 - Campers / participants / camper families and volunteers
 - Paper copy at end of camp (capture short-term impressions)
 - Online copy within four weeks of program completion (capture longer-term impressions)
 - Volunteers: full team or smaller section team (ex. waterfront) debriefs within two months of program completion. When possible, these debriefs will be done in-person, with phone / Skype meetings as a back-up
- Workshops
 - Participants and facilitators
 - Paper copy at end of workshop
- Events (Bowl-A-Thon)
 - Participants and volunteers
 - Online copy one week after
 - Volunteers: in-person full team or smaller section team (ex. logistics) debriefs within two months of event completion

*This procedure does not cover feedback about specific individuals or situations as that would lead to folks being potentially publicly identified and having their privacy violated. Feedback about specific individuals / situations will inform the volunteer evaluation and future decisions to invite them to volunteer again. The formal complaint process will be outlined in camper / volunteer policy and procedure manuals.

** The Programs Manager is responsible for program feedback, and the Executive Director is responsible for workshop and event feedback.

Decision-Making

- Staff will summarize all feedback into one document and remove identifying information.
- Staff will highlight emerging themes in feedback.
- Decisions will be made by staff and the leadership body of the program / workshop / event
 - If necessary, they will consult with others (ex. “X has been identified as a problem at Project Acorn; former participants, what are some potential solutions?”)
- Following criteria will be used in decision making process:
 - What solution is the most camper/participant centered?
 - What solution is the most in-line with the Ten Oaks Project’s values?
 - Do we have the resources (human and financial) for this solution?
 - Is this solution equitable for all impacted? Research resources on bias-balancing research practices (ex. “Small minority suggested this... but they’re all BIPOC. Minority response/need should not be ignored.”)

Communications

- Annual report of programs / workshops / events written by staff in the Fall (deadline December 31)
 - Summary of feedback with identifying information removed
 - Emerging themes
 - Review of decision-making process (who and how)
 - List of action plans based on feedback (who, when, resources, outcome measurement)
- Email copy of program / workshop / event annual report to all campers / camper families / volunteers / participants/ facilitators prior to public release
- Add “Evaluation” tab to each program, workshops, and Bowl-A-Thon sections of website and post annual reports when they are available
- Social Media: For more frequent updates on what we’re up to, follow us on the following platforms:
 - [Facebook- Ten Oaks Project](#)
 - [Instagram- tenoaksproject](#)
 - [Twitter- @tenoaksproject](#)