



CAREER CONNECTED
LEARNING PHL

Positioning Philadelphia's Youth for Career Success

Implementing Feedback Using Data to Support Program Effectiveness |

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Objectives

- Recognize the importance of using data and feedback to enhance programming and activities.
- Learn practical strategies to collect, analyze and implement feedback.
- Engage in reflection and action planning to strengthen programs.

Foundations Inc. Your Capacity Building Partner



Build Capacity

Capacity Building and Support



Strengthen Skills

Professional Learning



Elevate Techniques

Resources

What is Capacity Building? The Toolbox

What you're able to do with what you have

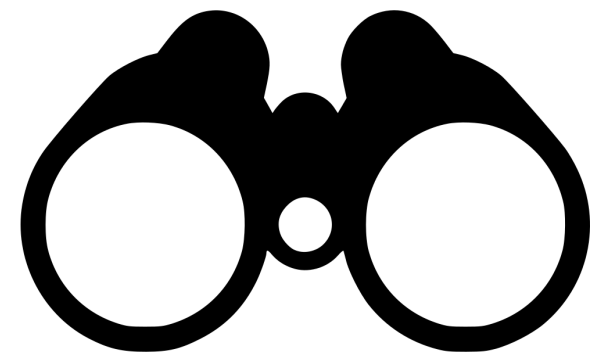
- Human
- Organizational
- Technical
- Partnership

Growing what you're capable of doing

- Improving Skills
- Strengthening Systems
- Leveraging Resources
- Enhancing Partnerships

Activity

How do you currently gather and use feedback from youth in your program?



Advantages of Youth Voice



Why Feedback Matters

Importance of youth feedback for program improvement



Why Feedback Matters

Feedback fosters better engagement and trust with youth

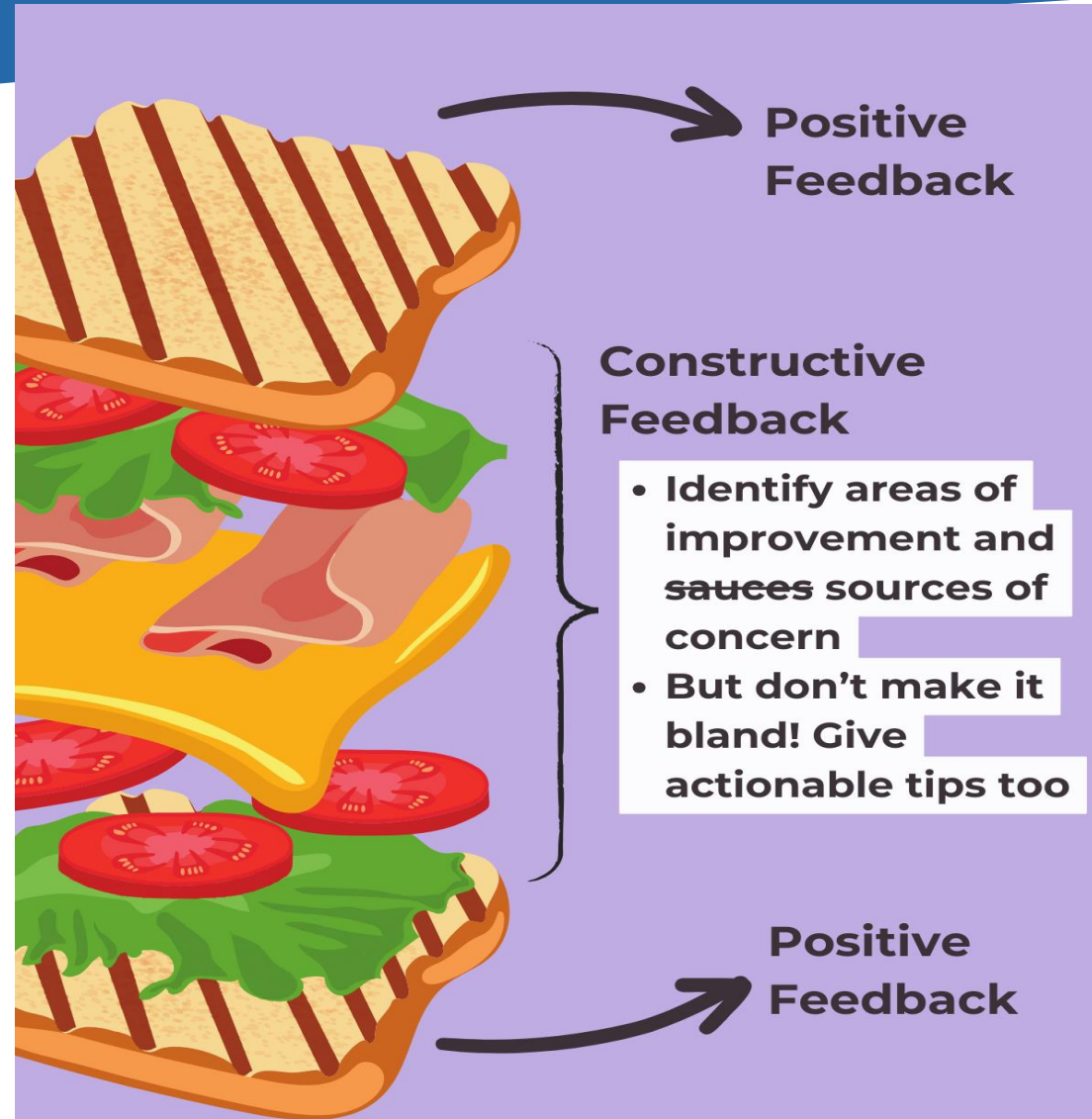
- Youth reflect on their experience
- Youth feel supported

Why Feedback Matters

Connection between feedback and workforce readiness

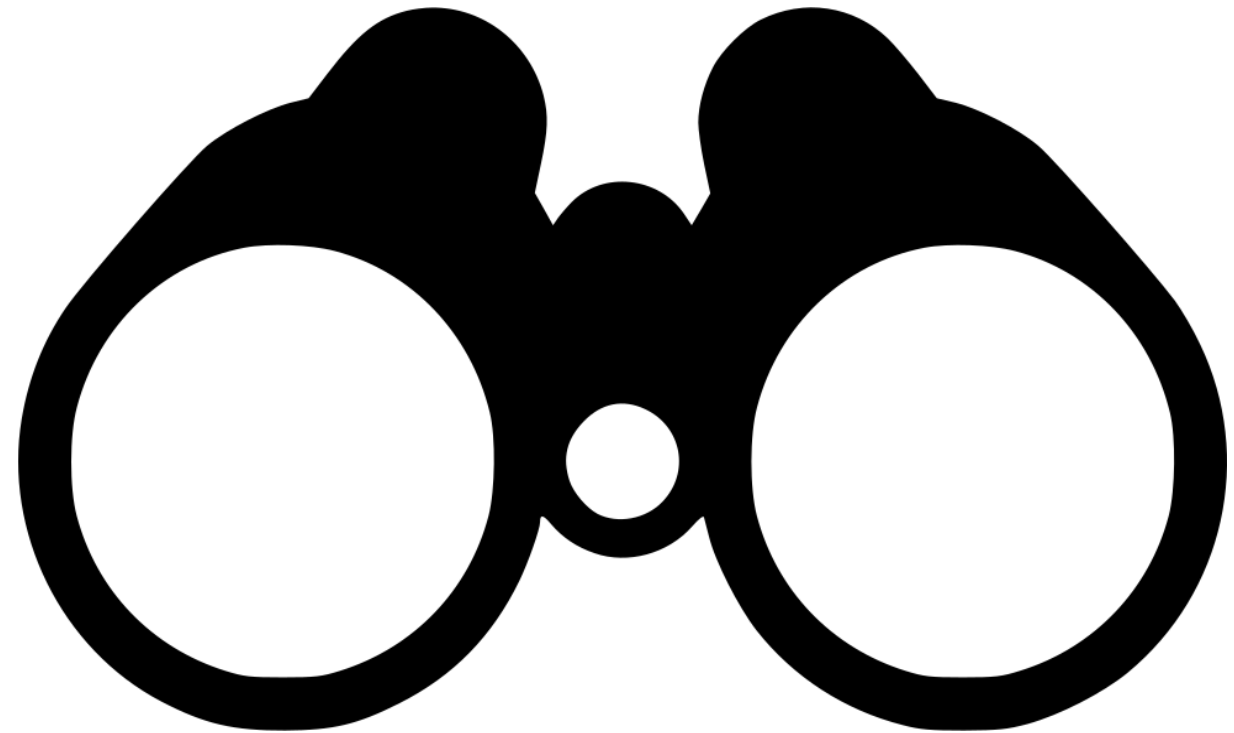
- Real-world experience
- Develops skills, mindset and behaviors

Sandwich Feedback

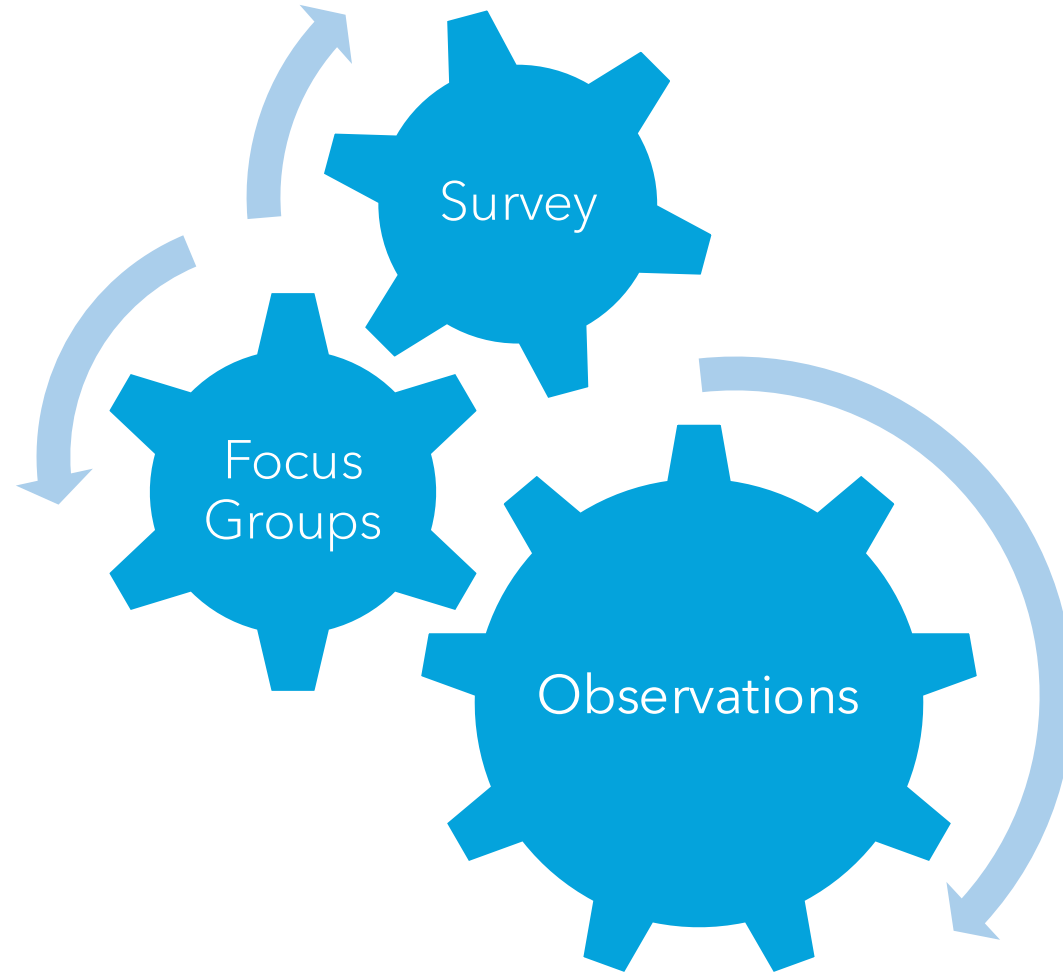


Activity

How has feedback positively impacted your relationships with youth?



Collecting Feedback



Methods of Feedback Collection

Survey and Questionnaires



Question Types

Open-Ended

What other professional development topics would you like us to cover?

If you could change one thing about our program, what would it be?"

Question Types

**Closed-
Ended**

Nominal
Questions

Rating Scale

Likert Scale

Yes or No

Question Types

Closed- Ended Nominal

Where do you live?- Country, State, City,
Neighborhood

Which of the following describes a
challenge that you face with career
opportunities?... Other (please specify)

Question Types

Closed- Ended Likert Scale

a 5- or 7- point scale

median number on a Likert scale
indicates a point of neutrality

Question Types

Closed- Ended Rating Scale

How likely are you to recommend this program to a peer on a scale of 0-10?

How would you rate our customer service professional development session on a scale of 1-5?

Question Types

**Closed-
Ended
Yes/No**

Was this professional development session useful?

Did the material deepen your thinking about receiving constructive feedback?

Power Quiz

What type of survey question is the following?

"What is your favorite part of the workforce training program?"

A. Nominal

B. Closed-Ended

C. Open- Ended

D. Likert

Power Quiz

Which of these is an example of a nominal survey question?

A. "How satisfied are you with the PD session? (1-5 scale)"

B. "Which of the following best describes your job role? (Intern, Apprentice, Full-time Employee)"

C. "What suggestions do you have for improving the program?"

D. "Do you like how many hours you work per week?"

Power Quiz

What is a key characteristic of a closed-ended survey question?

A. Youth write their own detailed answers.

B. The question never requires youth to rank multiple options.

C. Youth choose from a set list of responses.

D. The question does not have a specific focus.

Methods of Feedback Collection

Interviews and Focus Groups



Methods of Feedback Collection

Observations



Why Feedback Matters

What feedback sessions or methods of collection resonate the most with youth? Why?

Analyzing Feedback Data

Identifying trends and patterns



Analyzing Feedback Data

Qualitative



- Answer "Why" questions
- Observation, symbol, word, etc.
- Observe and interpret
- Grouping of common data/ non-statistical analysis

Purpose



Data Type



Approach



Analysis



Quantitative



- Answer "How many/much?" questions
- Number/ statistical result
- Measure and test
- Statistical analysis

Analyzing Feedback Data

Using feedback to identify areas of improvement



Activity

What challenges do you face in identifying actionable insights?

Implementing Changes Based on Feedback

- Prioritizing changes to youth
- Communicating changes to youth participants
- Examples of successful program adjustments

Activity

What is one change that you have implemented based on youth feedback?

Monitoring and Evaluating Changes

Step 1

Set goals to track the impact of changes

Example SMART Goal:

Increase participant completion rates by 15% within the next session by incorporating employer feedback on youth readiness.

Monitoring and Evaluating Changes

Step 2

Use Hello Insight pre and post feedback to assess success

Hello Insight Survey Measurements:

- Social Capital
- Career Knowledge and Skills
- Learning Preference
- Program Satisfaction

Monitoring and Evaluating Changes

Step 3

Continuous improvement through feedback loops

Methods of Feedback Collection

- Surveys
- Observations
- Interviews

Activity

How do you measure whether program changes are successful?

Building a Feedback Culture

Train staff on feedback tools and techniques
Recognize and celebrate the role of youth in
program improvement

Activity

What steps can you take to create a culture where youth feel their feedback truly matters?

C2L-PHL Resource Library Reminder

Universal Support

- Virtual Training Sessions
- Tools and Templates
- Guides
- Podcasts and Other Media
- Collaboration and Engagement

Capacity Building Virtual PD Events

Maintaining Industry Partners

Thursday, March 13th
10am-12pm



The screenshot shows the C2L Resource Library website. At the top, a blue banner reads "Register for the next PD Opportunity by visiting the Virtual PD Events page". Below this is a search bar and the "C2L RESOURCE Library" logo. A left sidebar contains navigation links: "Resource Library", "Home", "Virtual PD Events", "Tools and Templates", "Guides", "Podcasts and Media", "Self-paced Learning", "Explore", "JEVS Technical Assistance", and "Help Desk". A blue banner below the logo states "REMINDER: JEVS Office Hours are Monday - Friday 12 - 6pm". The main content area features the heading "Explore.Learn.Thrive." and a welcome message: "Welcome to C2L - PHL Resource Library! Here's how to make the most of your journey:". Below this are two paragraphs: "Self-Paced Learning: Start with the Learning Modules tab to get onboard with C2L-PHL continuum and high-quality programming. Afterwards, you'll be ready to engage with our community through forums and discussions. Register for upcoming PD on our Virtual PD Events page. Connect with the youth workforce ecosystem to hear insights on the latest trends and best practices through our Podcasts and Media page." and "Discover Resources: Dive into a wealth of knowledge curated for your success. Check out our Tools and Templates page for a comprehensive collection of resources you can use to enrich your youth workforce programming. Looking for something more? Check out our Explore tab to find external resources." The bottom of the page shows a row of four small images related to the library's resources.

Questions?

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