

User Experience Advisory Group Minutes

March 22, 2022

Attendees: Penny Ramirez (Crystal Lake); Ann Finstad, (Glencoe); Jake Rogers, (Glencoe); Marcia Beach, (Highland Park); Elizabeth Munoz, (Lake Villa); Kim Hegelund, (Wilmette)

Absent: Kenny Duray (Algonquin); Shelby Garrett, (Fremont)

Also Present: Kathleen Weiss (CCS); Debra Wischmeyer (CCS)

The March 22, 2022, meeting of the User Experience Advisory Group was called to order at 1:01 pm. The meeting was held via Zoom.

Coding Open Ended Feedback

K. Weiss provided a refresher on coding open-ended feedback. K. Weiss explained that the group would spend the meeting coding the free response text from the catalog feedback form for Vega Discover. Group members focused on coding negative staff feedback about Vega Discover.

To complete the coding activity group members split into two groups. Each group coded half of the responses. Group 1 included: Kim Hegelund, (Wilmette); Penny Ramirez (Crystal Lake); and Jake Rogers, (Glencoe). This group was facilitated by Debra Wischmeyer (CCS). Group 2 included: Ann Finstad, (Glencoe); Marcia Beach, (Highland Park); and Elizabeth Munoz, (Lake Villa). This group was facilitated by Kathleen Weiss (CCS).

Members individually read all staff feedback from beginning to end. The groups then highlighted and coded feedback based on what it is about using codes and tags. The group gathered all the proposed codes. Similar codes were combined.

Offline Kathleen Weiss (CCS) entered highlighted staff feedback and codes into a spreadsheet. K. Weiss will summarize key themes identified through the staff feedback. CCS will share that information with Innovative.

The meeting was adjourned at 2:28 pm.