Closing the Feedback Loop

What is a feedback loop?

A feedback loop is a systematic way of collecting and responding to feelings, perspectives, and opinions from a group of people who benefit from or are affected by a service, program, or policy.

A feedback loop is a two-way stream of communication in which the impact of people's feedback and participation is reported back to them.

Why is it Important to close the feedback loop?

Many times, family leaders provide their feedback to improve services, programs and policies but never hear back about how their input was used in these improvement efforts. This can leave families wondering about the impact of their participation and whether they were valued and heard.

It is important to recognize, document, and communicate the impact of families' input on the work they participate in. Sharing this information with families can help an initiative verify that families' views are represented accurately and help families understand how their participation influenced the outcome of the work.

Learn More about Communicating Impact

Closing the feedback loop is part of the **Impact** domain of our evidence-based framework for family engagement. Learn more about this domain through Family Voices' tools at familyvoices.org/FESAT/infographics.

How do you close a feedback loop?

1 Identify activities for feedback

What are the agreed-upon activities and shared priorities for which families will provide input?

2 Co-create feedback mechanisms

How will feedback be collected? Will this be done in more than one way?

3 Collect feedback

Gather and document input on the activities and ensure that families agree that what is documented is accurate.

4 Analyze feedback

What are the themes and common areas of input? How will you use this information?

5 Implement changes

Make changes based on family input. Track and communicate updates as they happen.

6 Close the loop

Communicate what actions have been taken and discuss whether other changes are needed.

Family Engagement in Systems Change

FAMILY VOICES ®

1 — Identify Activities for Feedback

- What do you want to learn?
- What is your goal for collecting feedback?
- Is this a shared priority with family leaders?

2 — Co-Create Feedback Mechanisms

- How will you collect feedback?
- When and where will you do it?
- What context or pre-learning will you provide?

3 — Collect Feedback

- Keep it simple; only collect the information you need.
- If feedback is verbal, document what is said and ensure that what is documented reflects the conversation.
- Encourage honesty in the feedback process.

4 — Analyze Feedback

- Break out feedback by intersectional demographics.
- Advisory boards help make sense of feedback.

5 — Implement Changes

- Use what you learn to drive equitable decision-making.
- Develop a plan to act and respond.
- Identify shifts in resources as needed.
- Advisory board is given the power to lead changes.

6 — Close the Loop

- Communicate tangible changes that are made and provide opportunities to respond to these changes.
- Involve leadership in sharing impact widely.
- Strive for plain language, accessibility, and language access.