

Using “fast feedback” in evaluation

What is “fast feedback”?

“Fast feedback” is our name for a brief, inexpensive way to gather immediate perspectives about events, accomplishments and future needs. Participants respond to three questions on small cards. The three questions focus on (1) strengths, (2) opportunities, and (3) next steps. If possible, participants briefly discuss their answers as a group, clarifying the reasons behind their answers. “Fast feedback” can help document process, accomplishments and provide ideas for making improvements. It also helps participants reflect on what occurred and reinforces learning and intended action.

How does it work?

“Fast feedback” can be used for collecting data over-time to monitor and assess progress as in the example below. It can also be used to collect single, point-in-time responses and insights; for example, feedback at the end of a training workshop, a community meeting, or after survey implementation.

A sample “fast feedback” card. Note that the card is brief and can remain anonymous. Feel free to use our sample and create your own questions!

For example, a local tobacco-free coalition meets monthly. At the end of each monthly meeting, members complete the fast feedback card, pictured at right. A coalition member or staff collects and makes a simple list of the answers on the cards. At the beginning of each meeting, the chair reviews whether actions from the last meeting were completed. If not, the group determines why and reassigns or redirects the action. Each quarter and at the end of one year, members review the list of challenges they felt they addressed during each meeting. Members gain confidence when they see how far they have come. If they find they are addressing the same challenges over and over again or actions are seldom completed, a signal is sent to coalition leadership that changes are needed.

To ensure participants engage in this process, tell them exactly how the information will be used. Show them later that the information *has* been used.

Who can use this information?

Program staff or coalition members can summarize the information to report progress and accomplishments to funders, partners and community stakeholders. The information can also be used to identify needs and help in setting direction for future work.

Fast feedback

Date: _____

*Please answer the following questions.
 Feel free to write on the back of this card.*

1. Please name the primary **challenge** we addressed during this meeting.

2. Name one **action** you think the coalition will take as a result of this meeting.

3. At this point in time, what is one thing that we can do to **improve the coalition’s capacity to affect change in the community?**