

# Performance Management Checklist

## PLANNING

- Community Survey** approve your latest survey questionnaire and ensure that add-ons cover key services/topics that need input
- Experience Survey** review dashboard for performance issues
- Organic** create project(s) related to key services/topics that need input and review relevant conversations in project dashboard

## FEEDBACK COLLECTION

- Community Survey** launch your survey to collect and monitor community feedback
- Organic** inform residents about your current community survey through your social media accounts via Publishing and by using the Press Release Generator in News Feed

## ACTION PLAN CREATION

- Community Survey** when your survey cycle ends, analyze results in the dashboard and use feedback to drive action plan creation
- Engage** create a Project on a key issue from your action plan to help accomplish plan goals. Include an Engagement survey to pull continued feedback on the issue.
- Community Survey** prepare for the next survey cycle by approving your new questionnaire and ensuring add-ons cover priorities from your new action plan

## ACTION PLAN FOLLOW-UP

- Community Survey** when new survey cycle closes, download and share the summary report to check progress on action plan goals
- Organic** update residents on your action plan using Publishing and Press Release Generator. Continue tracking related Organic projects through custom digest.
- Engage** create a Project to inform and update residents on your action plan