

INSTRUCTIONS FOR USING THE INTERNAL COMMUNICATION SURVEY DASHBOARD

The '**Respondent Sheet**' Indicates number of respondents to the communication survey categorized using Staff Type.

The '**Summary Dashboard**' describes overall evaluation given by the MLS Employees from different Staff/Department Type.

- ➔ '**Are the Employees getting information needed**' visualization indicates about scores given by Employees. For this purpose, I have taken Net Promoters score as reference. For the responses which have a score between 9-10 are coded as Promoters, with scores between 8-7 coded as Passives, and any scores from 6 or less than 6 are called Detractors.
- ➔ Slicers/ Filters can be used to find different trends in the remaining visualizations.
- ➔ Please use '**Staff/Department Type**' Slicer to filter Charts 1, 2, 3,4. For charts 5,6,7 use 'Collector ID' and 'Response' slicers.
- ➔ To use the slicers, click on any button-like structure of the appropriate slicer, depending on your filtering criteria and to get rid of that filter please click funnel shaped Icon in upper right corner of the slicer.

For '**General Communications Dashboard**' Please use the Filter placed on Top-Left corner of both graphs. We can select and deselect single or multiple options. This Dashboard is mainly used for comparing the data related to two different categories of staff.

For '**Emergency communications**', please use '**Staff type**' and '**Response to Emergency communication**' slicers for observing appropriate data trends. This will also apply to Emergency comm. Dashboard.

Worksheets like '**Communications Methods Preferred**', '**Communications Efficiency**', '**Transparency**', '**Easy to Understand**', '**How easy to find the information**', 'What info is needed', uses almost same slicers which can be used in the above explained method coupled with its Corresponding Slicers.

INSTRUCTIONS FOR USING AUTOCODED THEMES, WORD FREQUENCY FILES AND TEXT ANALYSIS DASHBOARDS

For Text analysis Tableau Dashboard,

- ➔ If the Size of the word /Theme is large, then it is said to be the most stressed theme /Concern by our MLS Employees. We can also find the count information by hovering on each word. Top-right corner of the visualization is filled with necessary summary information.
- ➔ In Tree map visualization, the size of square box indicates the most stressed Theme by our MLS staff. We can hover on the box to get count information.

For 'Autocoded Themes' and Word frequency Excel Sheets,

- ➔ **Word Frequency** Excel sheets gives we Tabular form view for the highest or most repeated themes/concern of respective open -ended response questions present in our survey.

➔ **'Autocoded Themes'** also gives the same information but gives summarized counts of all the Open-ended response questionnaire of our survey. We can also expand, collapse Themes/words by clicking on the [+] icon present next to theme/word. This is done to understand contextual meaning of the word that has been used in written responses from MLS staff members.

Snapshot of Sentimental text analysis is provided to understand whether we have received the positive, negative, or neutral responses.