



CameraJournal

for Occupant Engagement

"I liked going around and taking pictures. It was not that big of a commitment. *My favorite part was feeling like I had a voice to share my thoughts and feedback on our workspace.*"

1 Improve Employee Productivity

A redesign must improve productivity. So ask your most valuable resources, your people, about what works... and what doesn't.

A building's occupants know the best time to grab a focus room. The hidden spot to focus and get work done. The favorite area for meeting a colleague.

2 Gather Visual Data

If a survey asks "rate how well you like your desk," the answer always comes down to some version of "It's OK." But ask "show us your favorite places to work" and you open up a new world. Collect THAT information.

CameraJournal surveys make it easy and fun for occupants to show the spaces they use and explain what they are showing.

3 Through the eyes of your occupants

Illustrate for decision makers what the occupants see and feel about their physical environment. Tell the subjective story that complements the objective data (e.g. from utilization studies).

4 Manage Change

People distrust change that they can't influence or don't understand. Bring building occupants into the solution. Open up win-win solutions for capturing an insider's view.



"Most of the time we have 'hall meetings'"



"Not enough storage! Piles of boxes loom over my workspace."



"We do not have enough enclaves and they are almost always full."

“ I hope that our leadership will have the information to make a more informed decision about what’s best for the majority of the employees. Hopefully they will obtain some ideas or avoid pitfalls not considered previously.”

MANAGING YOUR OCCUPANT FEEDBACK STUDY

A CameraJournal project doesn’t require paid data gatherers. Embedded management tools bring all participants into a fun and transparent process. Whether you want feedback from 5 or 500 or 5,000 respondents, CameraJournal helps execute the campaign and makes the feedback easy to mine for meaning.

Project Training and Support

Take advantage of our experience and process recommendations. Schedule any or all of the following 1-hr remote training sessions:

- ✓ Defining a project, setting up the survey. recruiting participants
- ✓ Best practices for communicating with and managing participants using CameraJournal tools
- ✓ Browsing the responses; tagging to track trends; sharing results with participants and/or stakeholders

Project Management Checklist

SURVEY SETUP/ENROLL PARTICIPANTS

- Develop questionnaire
- Set goal for participation. Will the survey be required, or optional?
- Send email with a special enrollment link unique to your project (email template and link provided)
- Choose mode of survey: iOS, SMS, or Web (or let respondents choose)

COMMUNICATE WITH PARTICIPANTS

- Select one, any, or all participants to get individual or group communications
- Send the communication by SMS or email.

PARTICIPANT OPTIONS/FEATURES

- Choose iOS, SMS, or Web App as the mode for responses, or let participants choose.
- iOS participants can use smart phone transcription to quickly fill in photo notes.
- All modes let participants return to questions to edit answers

REMOTE ADMIN/CHECK PROGRESS

- In **list mode**, check how many responses are in from each participant (and nudge or help those who haven’t started or finished)
- In **view mode**, see the responses from each participant.
- In **slides mode**, see all answers to each question.
- Answers to each question upload automatically to be viewed from Web portal

ANALYZE, TAG, AND REPORT

- Go through responses and apply tags to assist with later reporting.
- Show answers to questions as slides, to leadership and/or participants.
- Export results to other presentations systems (e.g. InDesign, PowerPoint) as needed.



“I recommend the [CameraJournal] process to the rank and file employee who usually doesn’t get heard on these sorts of things. *This is a great visual avenue to get your opinions considered for a major upcoming change*”