



# YOUR GUIDE TO CloudCT .tech

What can I do with CloudCT Platform?

**A Module for ADMINISTRATORS**

This module is produced with support of FeedbackLabs Feedback Tools Accelerator Programme





This module was created while Layertech's CloudCT team is under the **FeedbackLabs: Feedback Tools Accelerator Programme 2021.**

Revised: 9/15/2021

# Topic Outline

## Part I -What is Feedback?

- ➔ Why is Feedback Important?
- ➔ On Social Media and Feedback
- ➔ What is Feedback Loop?
- ➔ What can Feedback do for us?

## Part II -What is Cloud CT?

- ➔ How does Cloud CT work?
- ➔ Main Features of Cloud CT
- ➔ The ADMIN CONSOLE

## Part III – Best Practices

- ➔ Passwords
- ➔ Data Collection
- ➔ Answering Queries
- ➔ Requesting for In-Depth Analysis



# Part I - What is Feedback?



- ➔ Why Feedback is Important?
- ➔ What is the "Feedback Loop"?
- ➔ What can Feedback do for us?



# WHAT IS FEEDBACK?

**Feedback** is the information that an organization, office, or a person receives in response to their actions. Like looking at a mirror, feedback 'reflects' the effects of our actions. Did I do good? Did I do bad? And, on which specific aspects?

Listening to feedback helps us improve, and fix things as soon as possible!



# Why Feedback is Important?

- ✔ Feedback HELPS US IMPROVE OUR (and others') EXPERIENCES.
- ✔ Feedback encourages transparency and participation.
- ✔ Feedback gives us fresh ideas and new perspectives.
- ✔ Feedback helps us accomplish our goal with positive impact!
- ✔ Feedback shows us the "REALITIES" that we have to face in order to improve.

**A problem doesn't go away if we don't acknowledge it.**

**In fact, it may get worse! So, its important that we fix it as soon as possible!- with the help of FEEDBACK!**



# On Social Media and Feedback

Social Media is very popular nowadays! People are posting so many things online!

By actively seeking your constituents' feedback using a structured platform, it encourages your constituents to be more **SPECIFIC, CONCRETE, and CONSTRUCTIVE** with their feedback, instead of just posting HATE MESSAGES ONLINE. It also shows sincerity on your part, that you want to work with them and improve.



# How Does Feedback Work?

## Feedback Loop

"A **feedback loop** is a two-way stream of communication between someone who designs a program or service and someone who uses that program or service. [1]"

It is called a "LOOP" because we want to see the feedback actually being used/considered by the service provider to make decisions, changes, ultimately improving our clients or customer's experiences.



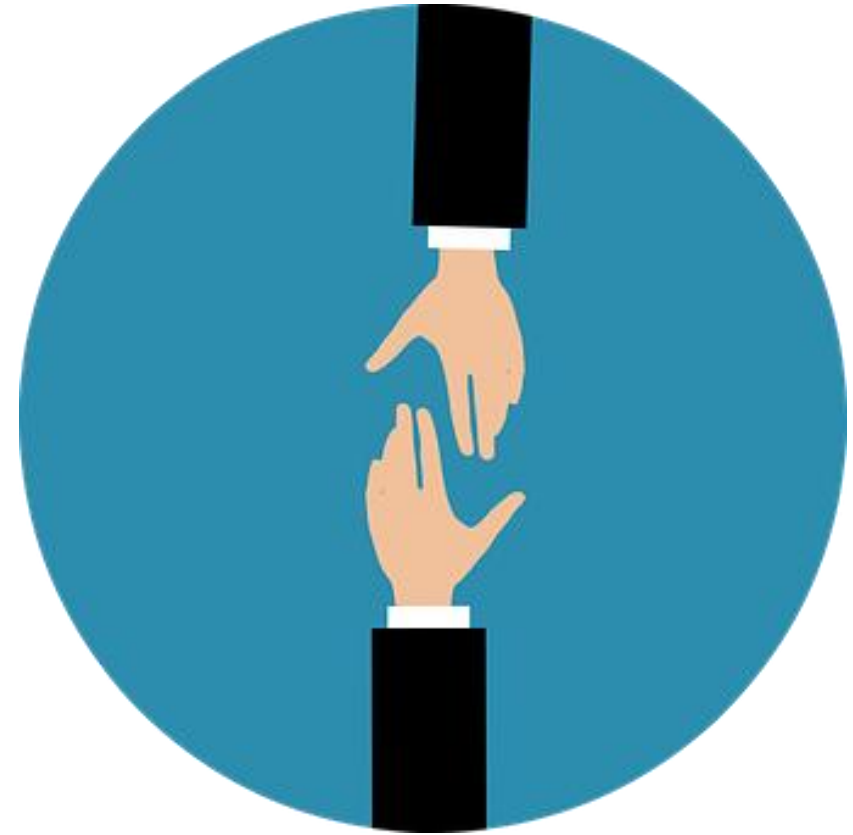


# How Does Feedback Work?

## Closing the Feedback Loop

“**Closing the feedback loop**” means that citizen feedback is communicated clearly and properly to decision-makers.

It means that feedback is taken seriously, used as input in planning for programs and policies, and the people **can SEE AND FEEL improvements in their experiences.**



# How Does Feedback Work?

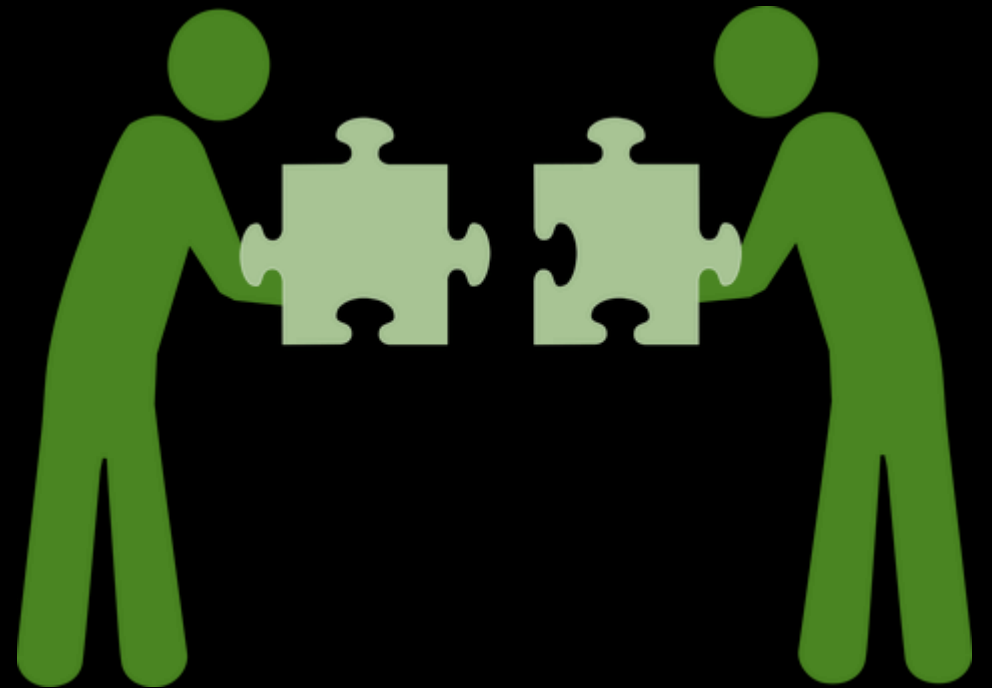
How do we "CLOSE THE FEEDBACK LOOP?" (fr. FeedbackLabs)

1. The service provider must DESIGN A STRATEGY FOR COLLECTING FEEDBACK.
2. Next, the service provider uses the system they designed to collect feedback from those who use the service.
3. The service provider takes the feedback they collected and analyzes it.
4. Now, the service providers take their analysis back to the community they collected feedback from and starts a dialogue.
5. Once both groups come to a consensus about the feedback they collected and what it means, the service provider corrects their program to reflect the feedback.



" No one knows it better  
[community issues], than those  
who experience it first hand.  
Listen."

Listen to FEEDBACK.



## Part II - What is Cloud CT?



- ➔ How does Cloud CT work?
- ➔ Main Features of Cloud CT
- ➔ The ADMIN CONSOLE



# What is Cloud CT?

**CloudCT.tech** or **Cloud CT**, is a FREE, PUBLIC analytics portal that visualizes citizen feedback into graphs that can be used to detect sentiments, trends, and public opinion.



# What is Cloud CT?

The goal is to encourage citizens to participate and give **constructive feedback** on the issues within their city or municipality.

The citizens' responses will be then visualized, analyzed, and used to inform local governments and stakeholders to help improve their services and **strategically address urgent issues in the community.**





# How does Cloud CT work?

## LINKED TO OFFICIAL WEBSITES OF PARTNERS

Cloud CT is linked to official Feedback Portals/Websites of partner Local Governments and Institutions.



# How does Cloud CT work?

## What are the Objectives of the CloudCT Portal?

- o To encourage citizens to give constructive feedback and participate in the continuous improvement of their LGU's services.
- o To promote data-driven decision making in LGUs.
- o To produce good quality datasets which can be used by researchers and innovators.
- o To encourage local students, researchers, and innovators to conduct studies and create innovations that would help solve issues of their respective local governments.



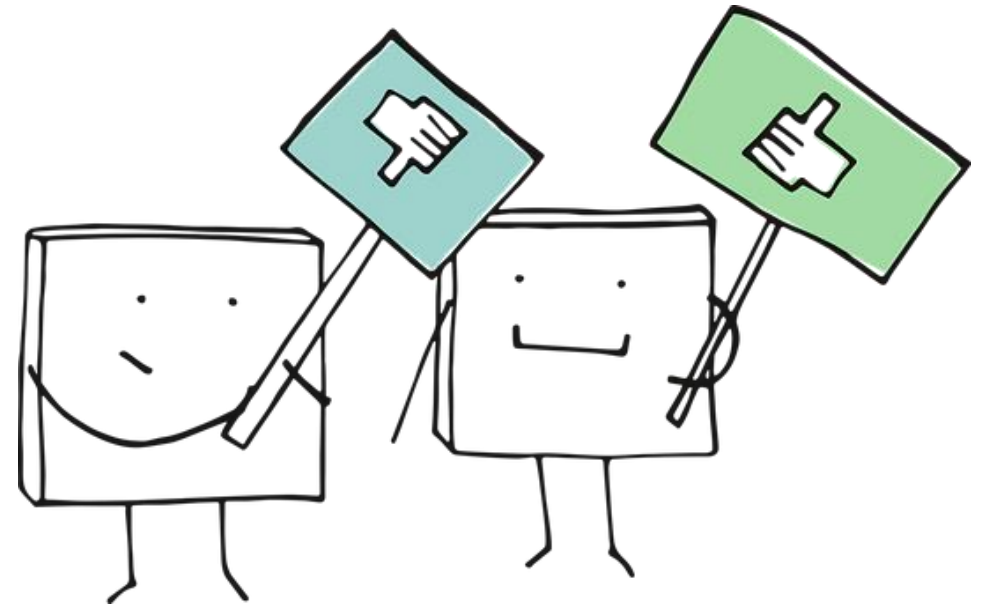


# How does Cloud CT work?

## Where does Cloud CT get feedback data?

Feedback data is collected from various sources:

- o Cloud CT collect feedback data using the in-house feedback forms in the "Feedback Portal" section.
- o From time to time, Cloud CT also 'scrape' data from Social Media platforms such as Facebook.
- o Sometimes, Cloud CT collect feedback offline (using survey forms and the like) and digitize them.



# How does Cloud CT work?

## Who collects feedback data?

The in-house feedback forms are available 24/7. Cloud CT lets its partner LGUs and organizations encourage their constituents or target respondents to use the link and give feedback.

For specific analysis projects, Cloud CT have partner researchers (mostly from the academia) who scrapes feedback data from social media platforms. If manual surveys are needed for a study, Cloud CT's partners collect manual data, which Cloud CT and its partners jointly digitize.



## How does Cloud CT work?

**How does Cloud CT ensure that the feedback data is legit?**

In many cases, respondents hold back with their feedback if they are requested to log-in or give their identity.

**Cloud CT and its partners are constantly looking for ways to balance anonymity and credibility of feedback using several tools.**



## How does Cloud CT work?

### How does Cloud CT ensure that the feedback data is legit?

- o Cloud CT is using (and constantly exploring) machine learning tools to “score” credibility of anonymous feedback.
- o Cloud CT supplements feedback data collected in-site, with data collected from other platforms.
- o Cloud CT’s non-personally identifiable data is frequently subjected to data mining tools and analysis to detect possibly malicious feedback data. (Yup! They show! 😊)



# How does Cloud CT work?

## Who analyzes feedback data collected?

Cloud CT has a public dashboard of feedback data. While it can be a helpful lead, relying solely on its dashboard when making important decisions is not recommended.

Cloud CT is always communicating and working with partner LGUs, its stakeholders, and partner researchers from the academe to constantly use feedback data in this portal and come up with studies, recommendations, and innovations related to their localities.



## How does Cloud CT work?

### Who analyzes feedback data collected?

Our R&D section features several research and reports which you can use or refer to.

You may use them as guide on how to use the feedback data! Just make sure to give proper credit to the respective authors! 😊



## How does Cloud CT work?

### Which feedback data gets visualized in the analytics section?

Currently, the public dashboard displays feedback data collected by in-house forms. The feedback data that passes the “filters” are automatically tabulated.

Cloud CT is currently working on the integration of other APIs, to allow its partners to integrate feedback data collected outside the site, with the dashboard. Updates will be made in the future.

MAKE SURE TO CHECK OUR UPDATES FOR MORE TOOLS, IMPROVEMENTS, AND FINDINGS! 😊



# How does Cloud CT work?

## HOW TO ACCESS THE PORTAL?

- ➔ To access the portal, simply go to <https://www.cloudct.tech>.
- ➔ You may also access the portal on partner LGUs official website. It will redirect you to the Feedback Section.





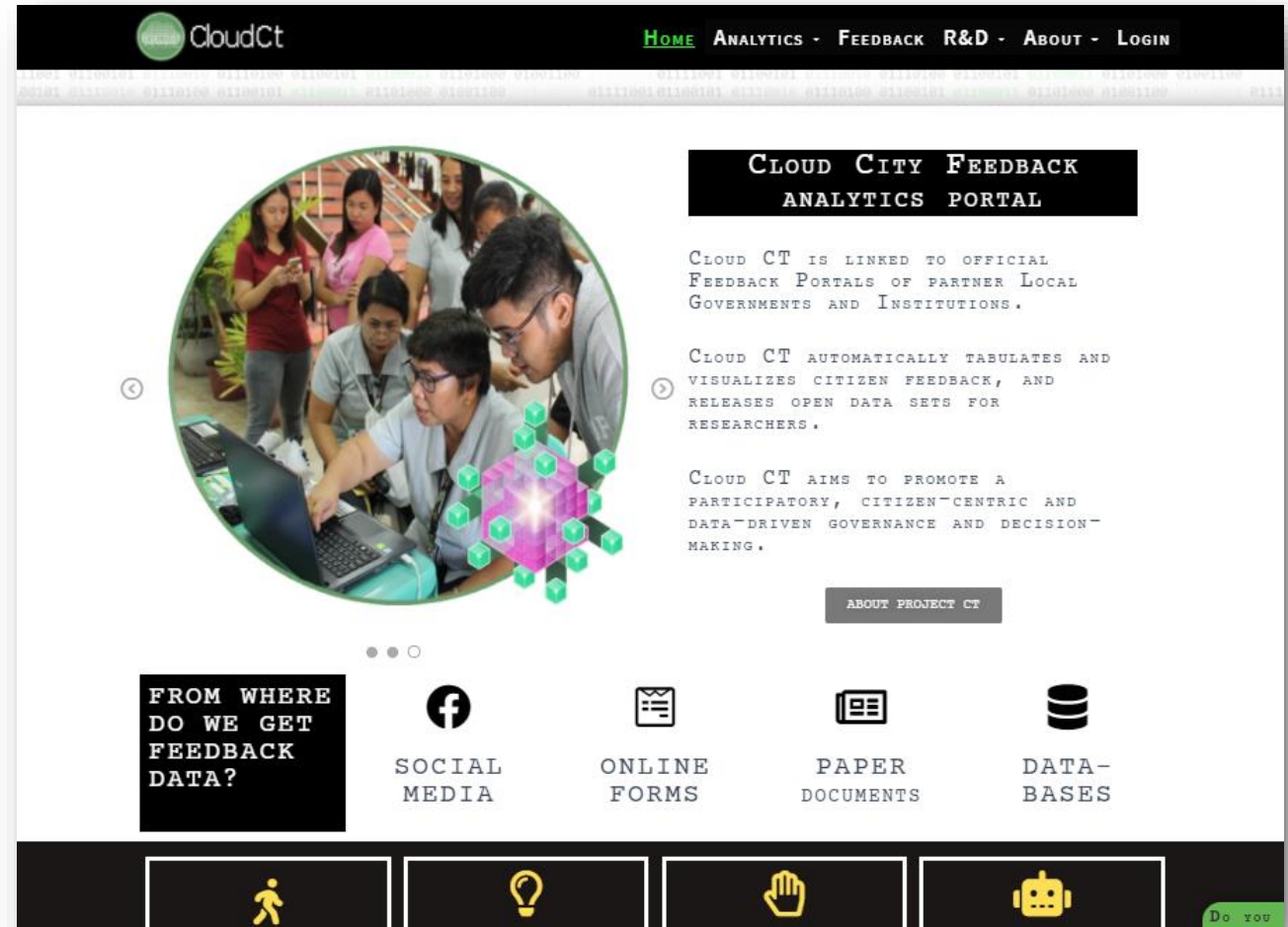
# Main Features of Cloud CT

This is the HOME PAGE OF THE CLOUD CT Portal.

You can navigate through its features using the main menu on the top of the website.

Hover on the links to show the sub-menus under it.

## HOME PAGE



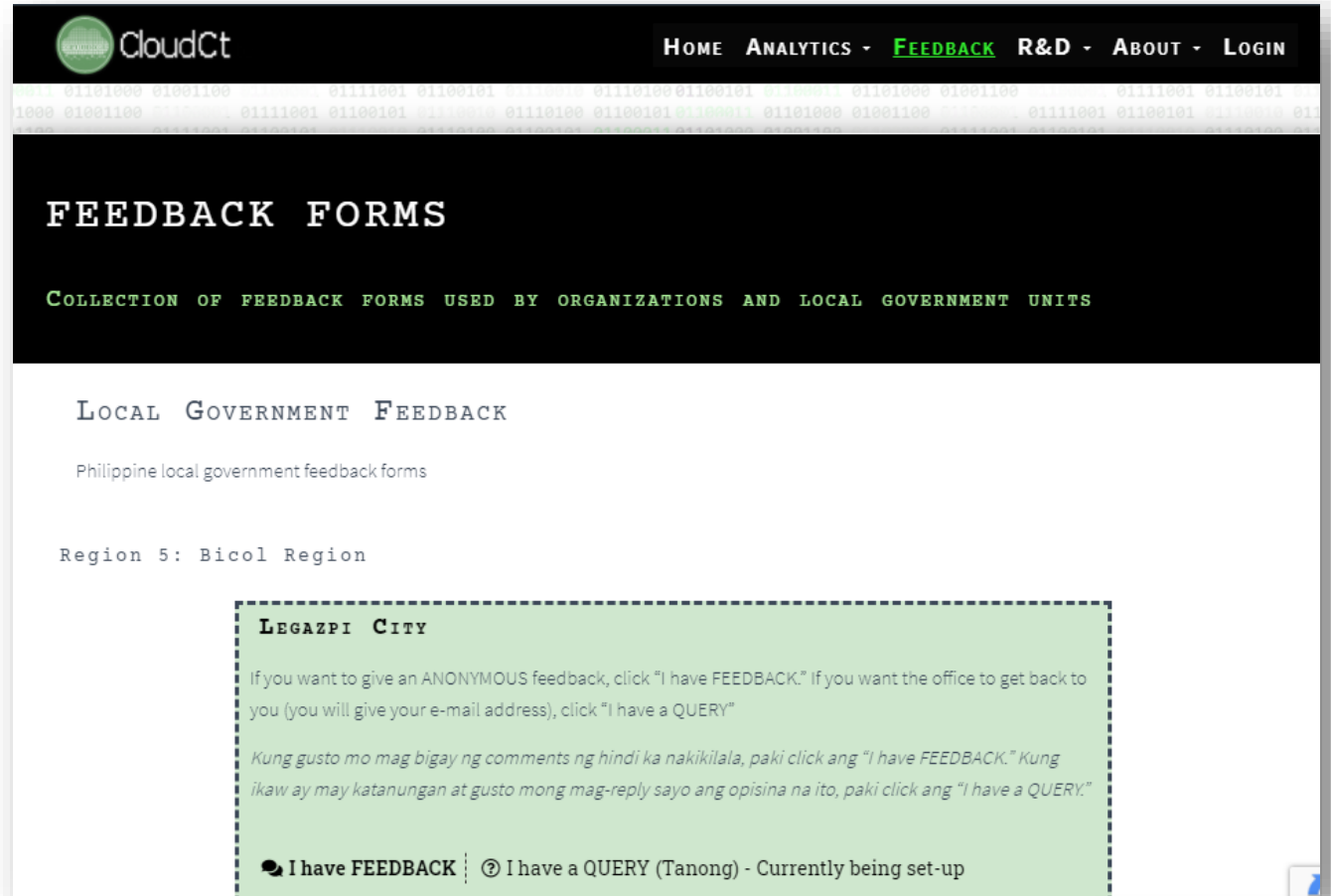
# Main Features of Cloud CT

Citizens may submit their feedback through the **FEEDBACK** section.

This section contains the following Feedback Forms:

- **Local Government Feedback**
- **Academia and Research**
- **Private Sector Partners**

## FEEDBACK



The screenshot shows the CloudCt website's Feedback Forms section. The header includes the CloudCt logo and navigation links: HOME, ANALYTICS, FEEDBACK (highlighted), R&D, ABOUT, and LOGIN. Below the header, the main heading is "FEEDBACK FORMS" with a sub-heading: "COLLECTION OF FEEDBACK FORMS USED BY ORGANIZATIONS AND LOCAL GOVERNMENT UNITS". The content is organized into "LOCAL GOVERNMENT FEEDBACK" and "Philippine local government feedback forms". Under "Region 5: Bicol Region", there is a highlighted box for "LEGAZPI CITY" containing instructions for submitting feedback or queries, and a list of options: "I have FEEDBACK" and "I have a QUERY (Tanong) - Currently being set-up".

# Main Features of Cloud CT

## FEEDBACK

### Local Government Feedback

Respondents may choose to give either a 'FEEDBACK' or a 'QUERY.'

If you want to give an Anonymous feedback, click "**I have FEEDBACK.**"

If you want the office to get back to you (you will give your e-mail address), click "**I have a QUERY**".

#### LOCAL GOVERNMENT FEEDBACK

Philippine local government feedback forms

##### Region 5: Bicol Region

###### LEGAZPI CITY

If you want to give an ANONYMOUS feedback, click "I have FEEDBACK." If you want the office to get back to you (you will give your e-mail address), click "I have a QUERY"

*Kung gusto mo mag bigay ng comments ng hindi ka nakikilala, paki click ang "I have FEEDBACK." Kung ikaw ay may katanungan at gusto mong mag-reply sayo ang opisina na ito, paki click ang "I have a QUERY."*

I have FEEDBACK |  I have a QUERY (Tanong) - Currently being set-up

SUBSCRIBE TO Legazpi's UPDATES

##### Region 10: Northern Mindanao

###### ILIGAN CITY [TESTING AND SETUP ONGOING]

If you want to give an ANONYMOUS feedback, click "I have FEEDBACK."

*Kung gusto mo mag bigay ng comments ng hindi ka nakikilala, paki click ang "I have FEEDBACK."*

I have FEEDBACK



# Main Features of Cloud CT

## Local Government Feedback (Feedback)

If you chose "I have a **FEEDBACK**", you will be redirected to a window where you can create your demographic profile. You may skip this part by clicking Next but we recommend that you don't. Understanding respondents' demographic profile will help your LGU act on sector-specific concerns and issues.

***Please note that your identity will NOT be linked to your feedback.***

# FEEDBACK

**LEGAZPI FEEDBACK**

.....

**Sino po sila? (1 of 3)**

Responses from this section will be visualized in bar graphs, to set a base context for the responses in the following parts of this form. Your identity will **NOT** be linked to your feedback.

(Ang inyo pong isasagot sa section na ito ay gagamitin upang malaman naming kung anu-anong theme ang nagbibigay ng feedback. **HINDI PO NAKA-LINK** ang inyong identity sa ibibigay ninyong feedback.)

Age

18 and Below	<input type="radio"/>
19 to 30	<input type="radio"/>
31 to 45	<input type="radio"/>
46 to 59	<input type="radio"/>
60 and Above	<input type="radio"/>

Occupation

Student	<input type="radio"/>
Self-employed	<input type="radio"/>
Government employee	<input type="radio"/>
Private employee	<input type="radio"/>
Not employed	<input type="radio"/>
Out of school youth	<input type="radio"/>

Gender

Male	<input type="radio"/>
Female	<input type="radio"/>
LGBTQ	<input type="radio"/>

Are you a Resident of Legazpi?  
(Ikaw ba ay residente ng Legazpi?)

Yes	No
-----	----

# Main Features of Cloud CT

## Local Government Feedback (Feedback)

You may select a theme and their corresponding sub-theme/s for you feedback. Then, you can rate them from 1 (poor) to 10 (excellent).

You may also submit a qualitative feedback describing your experience.

# FEEDBACK

**LEGAZPI FEEDBACK**

.....

**Rating (2 of 3)**

Respondents can give satisfaction rating on various themes.  
(Paki-rate po ang inyong napiling theme)

Which Theme do you want to rate? \*

Selects theme

Which Subtheme do you want to rate? \*

Selects subtheme

How do you FEEL about this theme? \*

1- Very Poor 3- Neutral 10- Outstanding

1 2 3 4 5 6 7

**LEGAZPI FEEDBACK**

.....

**Message (3 of 3)**

Please feel free to give your feedback on your chosen theme. You may write in English, Tagalog, or Bicol.

(Maari po kayong magbigay ng feedback sa inyong napiling theme. Maari kayo may sulat sa Ingles, Tagalog, o Bikol.)

Your Message/Feedback

Respondents can leave any message...

By clicking submit I have read and understood the terms of use of the Cloud city \*

Agree

Did you give a similar feedback in this theme before?  
(Ikaw ba ay dati nang nagbigay ng feedback sa theme na ito?)

Yes  No


# Main Features of Cloud CT

Feedback collected is tabulated and displayed in this section.

To access the **ANALYTICS** feature, hover mouse cursor over ANALYTICS at the top right corner of the dashboard on the black/green menu strip. This section have the following options:

- **Live Analytics**
- **Admin Console**

## ANALYTICS



The screenshot shows the Cloud Ct website's Analytics section. At the top, there is a navigation bar with the Cloud Ct logo and links for HOME, ANALYTICS (highlighted), FEEDBACK, R&D, ABOUT, and LOGIN. A dropdown menu under ANALYTICS shows options for Live Analytics and Admin Console. The main content area features a circular image of people working at computers. To the right, a black box contains the text "CLOUD CITY FEEDBACK ANALYTICS PORTAL". Below this, three paragraphs describe the platform's features: linking to official feedback portals, tabulating and visualizing citizen feedback, and promoting participatory governance. At the bottom, there are social media icons for Facebook, a paper plane icon, a newspaper icon, and a database icon, with labels SOCIAL, ONLINE, PAPER, and a "Do you like our site?" button. A footer contains the URL https://www.cloudct.tech/# and the Cloud Ct logo.

# Main Features of Cloud CT

## ANALYTICS

### LIVE ANALYTICS

This section have the following tabs:

- Summary
- Demographics
- Ratings
- Citizen Statement

#### Summary

In this tab, you may select a LGU or specific time frame. Then, top-rated themes and subthemes for the selected LGU/time frame will be displayed.

The screenshot displays the 'ANALYTICS' section of the Cloud CT interface. At the top, there are four navigation tabs: 'SUMMARY' (selected), 'DEMOGRAPHICS', 'RATINGS', and 'CITIZEN SENTIMENT'. Below the tabs, there are two dropdown menus: 'LGU' set to 'Legazpi City' and 'All (Years)'. A black box highlights a white box containing the text 'QUERIES ADDRESSED' and the number '2'. Below this, there are two tables side-by-side, each with a dashed border. The left table is titled 'TOP THEME' and the right table is titled 'TOP SUBTHEME'. Both tables list various categories with their corresponding ratings.

TOP THEME	Rating
Resilience, Public Order and Safety	6.5
Education	6.4
Environment	5.7
Health	5.6
Employment, Business and Investments	5.4
Permits, Licensing and Clearances	5.0
Social Welfare	4.7
Infrastructure	4.5
Administrative Services	4.2
...	3.2

TOP SUBTHEME	Rating
Disaster Risk Reduction and Management	7.6
Fire safety	6.7
Education	6.4
Covid-19 related services (testing, quarantine, treatment)	6.1
Solid waste management	5.8
Water	5.8
Pollution	5.7
Other health programs	5.5
Employment, Business and Investments	5.4

# Main Features of Cloud CT

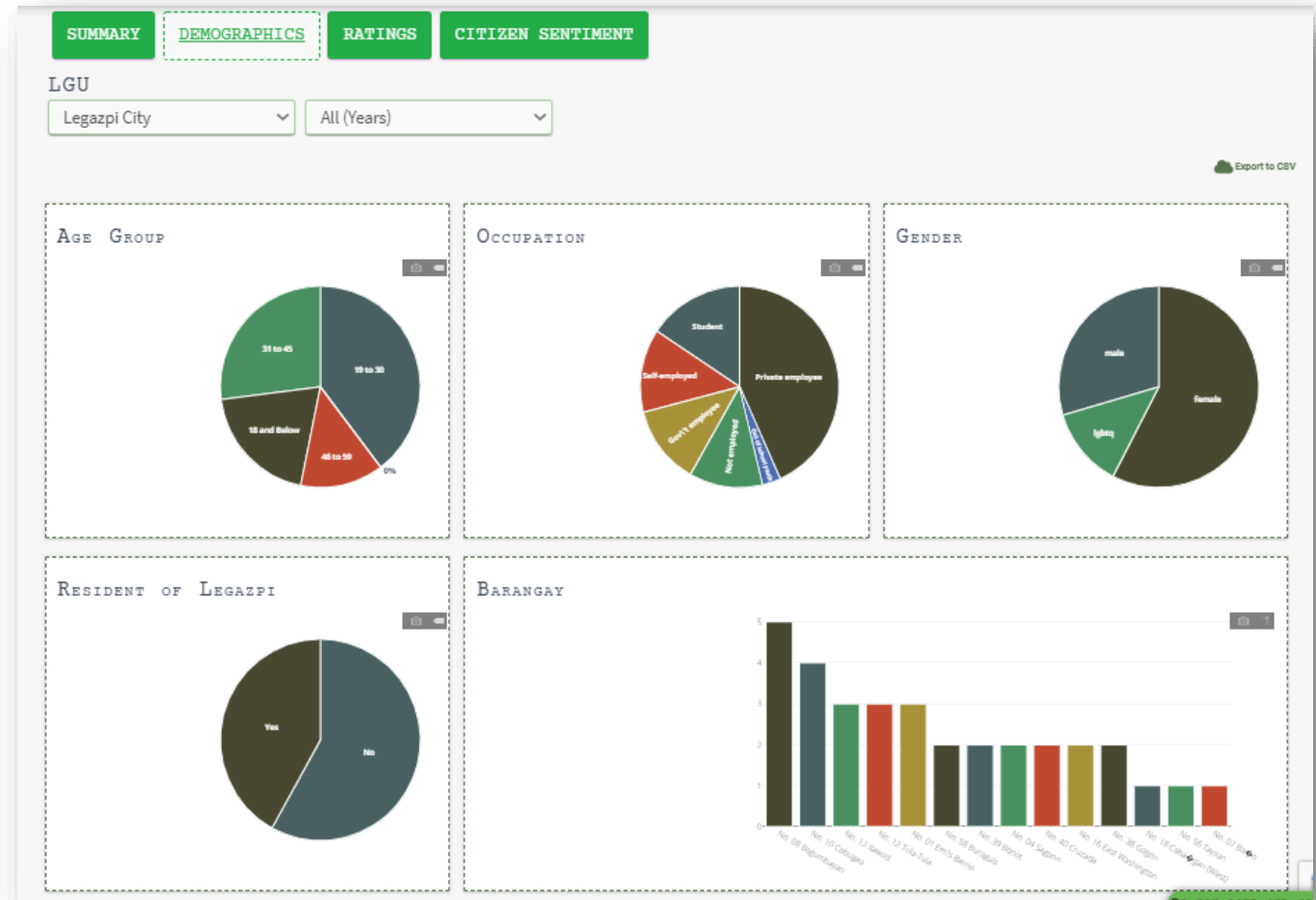
# ANALYTICS

## LIVE ANALYTICS

### Demographics

Here, you may view respondent demographics on your selected LGU/time frame and export data to csv for research purposes.

Feel free to visit the R&D section for guidance!





# Main Features of Cloud CT

## ANALYTICS

### LIVE ANALYTICS

#### Ratings

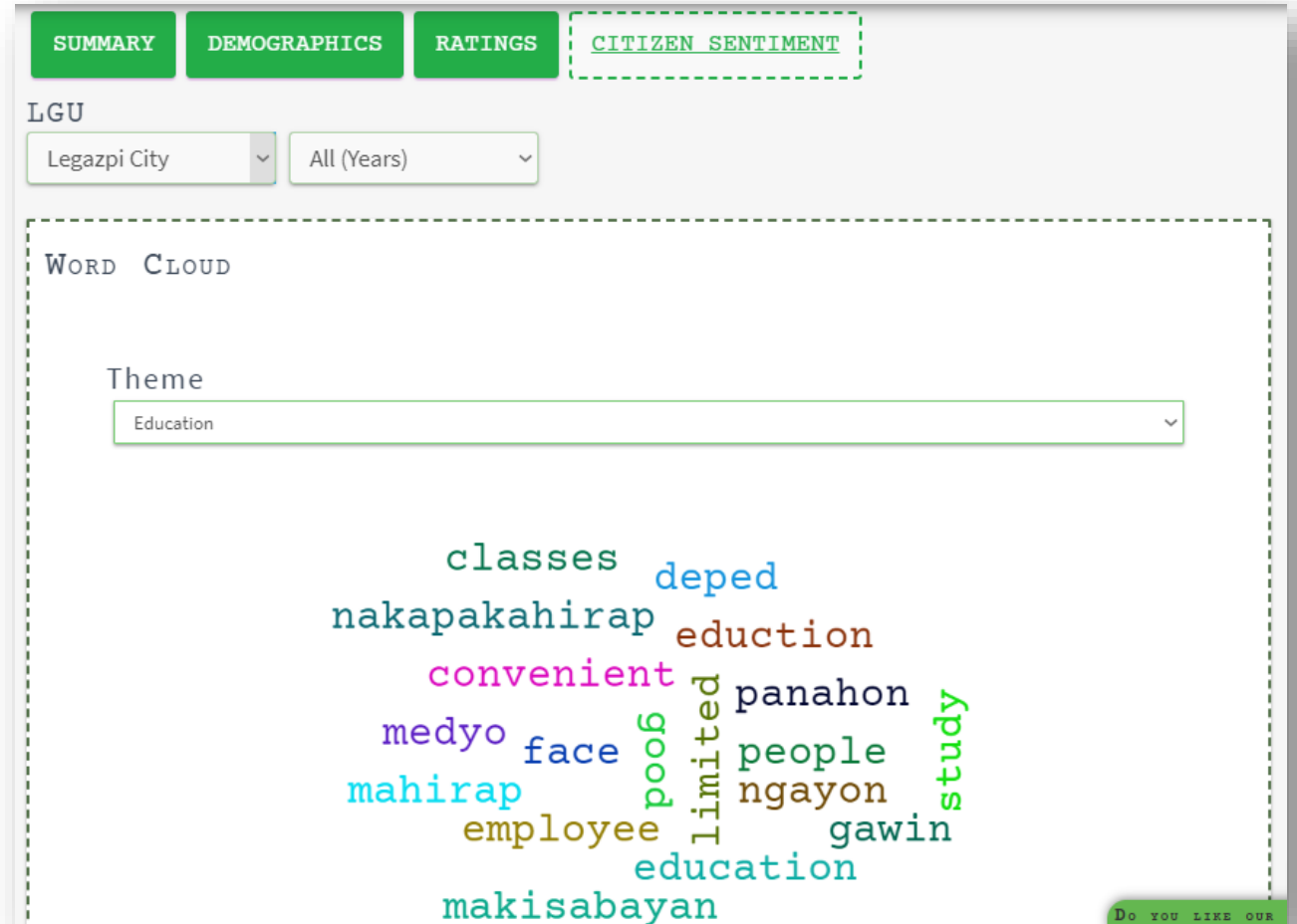
Here, you may select a LGU/time frame and view the ratings on each themes and subthemes.

The screenshot displays the 'Ratings' section of the Cloud CT Analytics dashboard. At the top, there are four navigation tabs: 'SUMMARY', 'DEMOGRAPHICS', 'RATINGS' (which is highlighted with a dashed border), and 'CITIZEN SENTIMENT'. Below the tabs, the 'LGU' (Local Government Unit) is set to 'Legazpi City' and the time frame is set to 'All (Years)'. A 'Theme' dropdown menu is set to 'Education'. The main content area shows a 'THEME RATING' of 6/10. To the right, a dashed box highlights the 'TOTAL RESPONDENTS: 13' and a 'SUBTHEME' dropdown menu set to 'Select a Subtheme'. Below the dropdown, it states 'This subtheme is not rated'. A small blue icon is visible in the bottom right corner of the interface.

## LIVE ANALYTICS

### Citizen Sentiment

In this tab, you may select a LGU or specific time frame. Then, a word cloud will be generated based on your selected theme. This a collection of words mentioned by the respondents. The bigger and bolder the word appears, the more often it's mentioned.



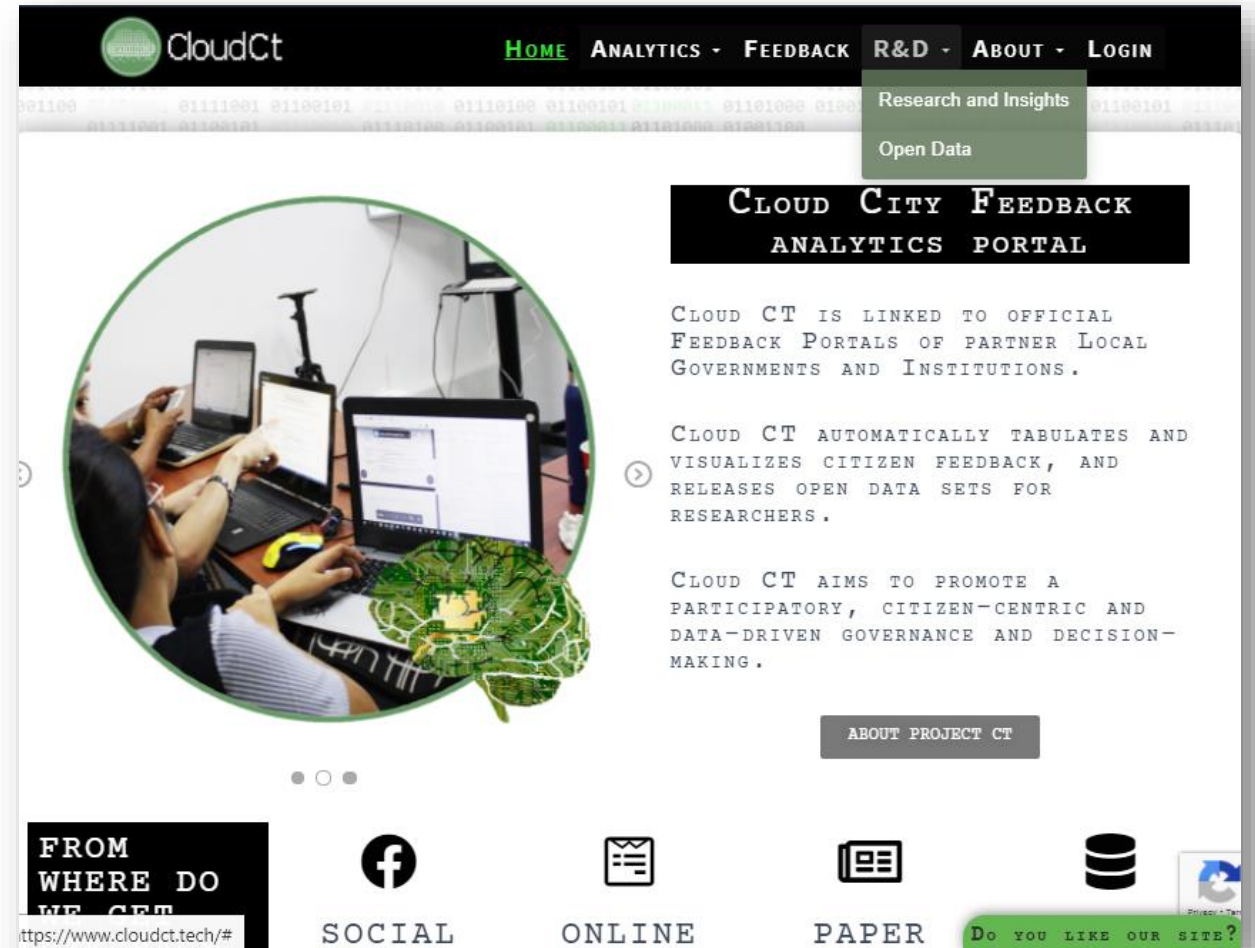
# Main Features of Cloud CT

This feature lets you view findings and analysis using feedback data collected.

To access the **R&D** feature, hover mouse cursor over R&D at the top right corner of the dashboard on the black/green menu strip. This section has the following options:

- **Research and Insights**
- **Open Data**

## R&D



The screenshot shows the CloudCT dashboard interface. At the top, there is a navigation bar with the CloudCT logo and menu items: HOME, ANALYTICS, FEEDBACK, R&D, ABOUT, and LOGIN. The R&D menu is highlighted, showing sub-options: Research and Insights and Open Data. Below the navigation bar, the main content area features a circular image of people working at computers, overlaid with a green globe icon. To the right of the image, the text reads: "CLOUD CITY FEEDBACK ANALYTICS PORTAL". Below this, three paragraphs describe the platform's capabilities: linking to official feedback portals, automatically tabulating and visualizing citizen feedback, and releasing open data sets. A button labeled "ABOUT PROJECT CT" is positioned below the text. At the bottom of the dashboard, there is a footer section with the text "FROM WHERE DO WE GET" and icons for SOCIAL (Facebook), ONLINE (calendar), PAPER (document), and a database icon. A green bar at the bottom right asks "Do you like our site?". The URL "https://www.cloudct.tech/#" is visible in the bottom left corner.

## Research and Insights

In this section, you may read how LGUs use feedback in their cities/municipalities



**PEDESTRIANIZATION**

**DATA COLLECTION AND ANALYSIS OF CITIZEN FEEDBACK TO STRENGTHEN SMALL FAMILY BUSINESSES IN LEGAZPI CITY**

Executive Summary The city government of Legazpi and partner stakeholders acknowledges the critical role of family businesses and MSMEs in the local economy, especially at the time of the COVID-19 pandemic. To

By CloudCity Admin, 1 week ago



**PEDESTRIANIZATION**

**DATA COLLECTION AND ANALYSIS OF CITIZEN FEEDBACK ON THE PEDESTRIANIZATION OF GENERAL LUNA STREET IN INTRAMUROS**

The pedestrianization of General Luna street is part of the agenda of the Intramuros Administration in order to protect the structural integrity of the San Agustin church, promote tourism, and preserve the historical and cultural value of Intramuros. To

By CloudCity Admin, 4 weeks ago



**LOW-SPEED STREETS**

**USING FEEDBACK DATA TO INFORM POLICY AND IMPLEMENTATION OF LOW-SPEED STREETS IN PASIG**

In a joint project with Makati Business Club and Konrad Adenauer Stiftung (The Digital Democracy Project), Pasig City consulted with their residents about their sentiments on the enforcement of the 30 kph speed limit in their urban centers.

By CloudCity Admin, 2 months ago



**TOPIC ANALYSIS OF CLOUD LEGAZPI FEEDBACK PORTAL OPEN DATA - USAPANG CITY HALL**

Topic Analysis of Cloud Legazpi Feedback Portal Open Data USAPANG CITY HALL (Qualitative Responses) By: Lory L. Meveda, University of the Cordilleras, Doctor in Information Technology From the qualitative responses

By CloudCity Admin, 3 years ago



**DATA VISUALIZATION OF CLOUD LEGAZPI FEEDBACK PORTAL OPEN DATA USING WORD CLOUDS**

Data Visualization of Cloud Legazpi Feedback Portal Open Data Using Word Clouds Jennifer L. Llovido Data visualizations on the feedback data from the Cloud Legazpi was enhanced by employing word clouds. A Word

By CloudCity Admin, 3 years ago



**SEELOG: OPEN CONTRACTING DATA STANDARD-BASED PROCUREMENT PORTAL**

SeeLog: Open Contracting Data Standard-Based Procurement Portal Alan John Marizela Allano The IT industry has come a long way to its existing shape where it is playing a very dominant role in our sphere of life. It has made revolutionary changes in

By CloudCity Admin, 3 years ago



**FREE LEARNING MODULES, DATA PRIVACY AND DIGITAL LITERACY**

As a part of the company's advocacy for Digital Literacy and Open Education, Leytech Software Labs, Inc. is publicly sharing in-house Learning Modules, FREE of charge. Please carefully read the terms of use for each module, before use.

By CloudCity Admin, 3 years ago



**PARA SAAN ANG CLOUD CITY? (PROMOTIONAL MATERIALS IN TAGALOG)**

Helping tuloy ng ating ratings, comments, suggestions, ideat, at mga mensahe para sa publiko na pag-improve ng services ng ating bukas na

By CloudCity Admin, 3 years ago

# Main Features of Cloud CT

R&D

## Open Data

In this section, free datasets are available for you to view and download. All datasets published in this section is under Creative Commons attribution 3.0 license (CC BY 3.0).

**Please be mindful of the privacy laws when using the datasets. While personally identifiable information from datasets are deliberately removed, please exercise caution, proper attribution, in the using the datasets.**

## OPEN DATA

ALL DATASETS PUBLISHED IN THIS SECTION IS UNDER CREATIVE COMMONS ATTRIBUTION 3.0 LICENSE (CC BY 3.0)

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### CITY SERVICES RATINGS DATA-SET

Download real-time ratings dataset of the "City Services Ratings" in CSV format.

[Download](#)

### PAST FEEDBACK DATASETS

Archived Datasets of past feedback collected from various Local Governments and Institutions

Feedback on Legazpi City Services from 2018-2020 (Demographics, Text Feedback, Ratings on Quality of Service, Promptness, Expenses)  
- By Cloud City Team

[Download](#)

Do you like our

# Main Features of Cloud CT

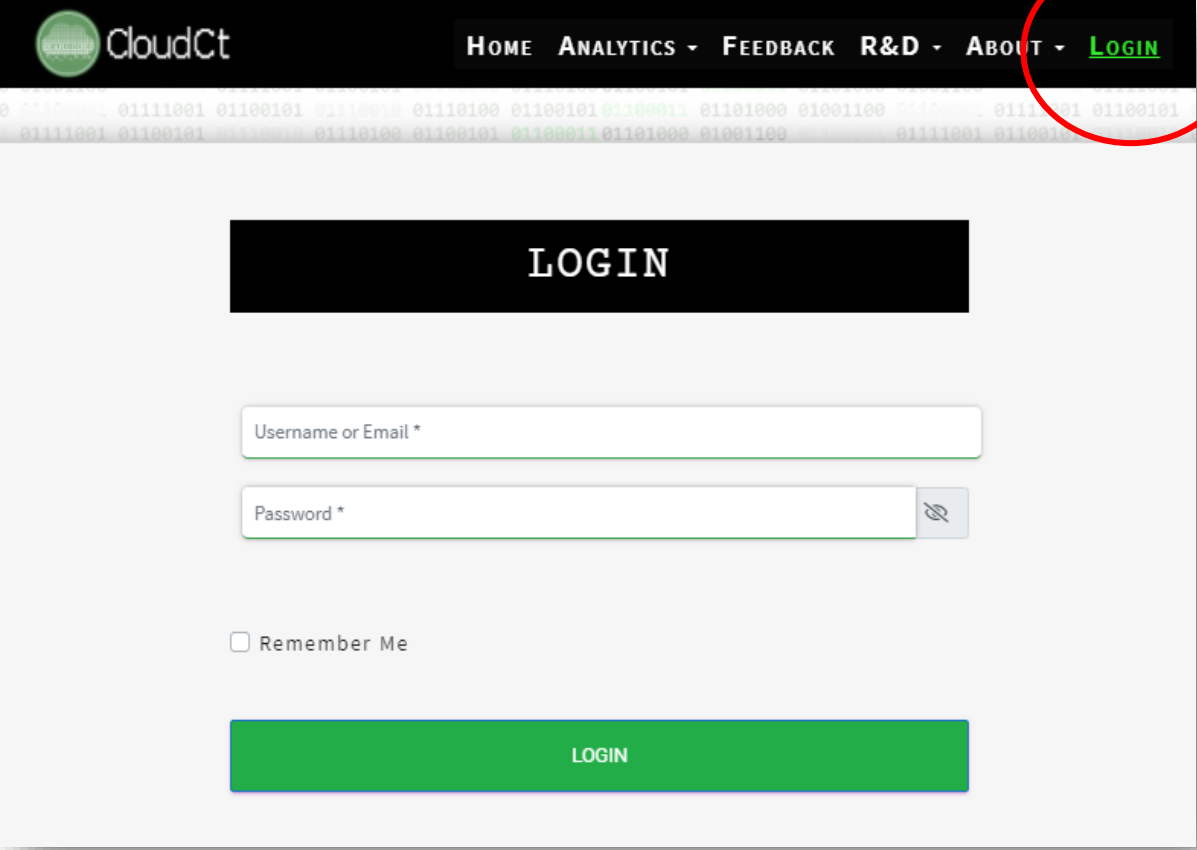
## FOR ADMIN ONLY!

To access the **ADMIN CONSOLE** feature, click LOGIN at the top right corner of the dashboard on the black/green menu strip.

Type the Login information required in the Username/Email and Password box and click LOGIN.

*Please note that this feature is available to admin users only.*

ADMIN



The screenshot shows the CloudCt dashboard interface. At the top, there is a black navigation bar with the CloudCt logo on the left and a menu on the right containing 'HOME', 'ANALYTICS', 'FEEDBACK', 'R&D', 'ABOUT', and 'LOGIN'. The 'LOGIN' link is highlighted in green and circled in red. Below the navigation bar is a light gray area with a black box containing the word 'LOGIN' in white. Underneath, there are two input fields: 'Username or Email \*' and 'Password \*'. Below the password field is a checkbox labeled 'Remember Me'. At the bottom of the form is a large green button with the word 'LOGIN' in white.



# Main Features of Cloud CT

## ADMIN

### ADMIN CONSOLE: LATEST FINDINGS

Here, you can see the LATEST updates, studies, articles, related to your LGU.


For example, if a researcher used your LGU's feedback data in a research, it will be automatically displayed here.

Check it! It might help!

HOW DID YOU RESPOND TO THE FEEDBACK?  
POST UPDATES!

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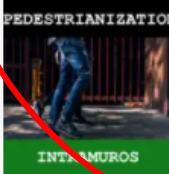
Updates



**DATA COLLECTION AND ANALYSIS OF CITIZEN FEEDBACK TO STRENGTHEN SMALL FAMILY BUSINESSES IN**

(8/29/2021)

Executive Summary The city government of Legazpi and partner stakeholders acknowledges the critical role of family businesses and MSMEs[1] in...



**DATA COLLECTION AND ANALYSIS OF CITIZEN FEEDBACK ON THE PEDESTRIANIZATION OF**

(8/10/2021)

The pedestrianization of General Luna street

Title

Content

Upload Image

Choose File visual-2.png

POST UPDATE

# Main Features of Cloud CT

## ADMIN

### ADMIN CONSOLE: POST UPDATES

Remember about closing the Feedback Loop? Yes! Your constituents LIKE it if they see you giving updates on how you used their feedback to make improvements.

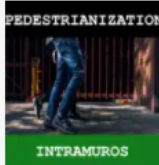
Type the title of update, give a brief description, and upload a message!

For example, if you received complaints about the front desk lacking chairs, and now you placed more chairs, show it! Tell them ! 😊

How DID YOU RESPOND TO THE FEEDBACK?  
**POST UPDATES!**

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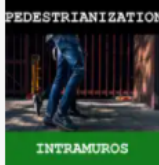
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(8/10/2021)

The pedestrianization of General Luna street

**Title**

**Content**

**Upload Image**

Choose File visual-2.png

**POST UPDATE**



# Main Features of Cloud CT

## ADMIN

### ADMIN CONSOLE: Queries

This is the QUERIES section.

You can use the Theme and Subtheme filter to display only the queries under that theme/subtheme.

If you are assigned to ANSWER queries or do quality-control, you may use this for easy filtering.

The screenshot displays the 'PENDING QUERIES' section of the Cloud CT Admin Console. A red oval highlights the filter area, which includes a 'Theme' dropdown menu with the text 'Select a theme' and a 'Subtheme' dropdown menu with the text 'Please select a theme first'. Below the filters, there are two columns: 'QUERIES' and 'QUERIES ADDRESSED'. The 'QUERIES' column shows a query from 'frei@layertechlab.com' with a subject line 'What are the requirements for financial assistance?' and a date of 'Jul 23, 2021'. The 'QUERIES ADDRESSED' column shows a query from 'Test@test.com' with a subject line 'Bakiy ealang kuryenye' and a date of 'May 24, 2021'. The 'Do' button is visible at the bottom right of the 'QUERIES ADDRESSED' column.

# Main Features of Cloud CT

## ADMIN

### ADMIN CONSOLE: Queries

Here, you'll see the UNANSWERED QUERIES.

To answer the query, just click 'REPLY' button under a query and write down your reply.

The reply will automatically be sent to the person who made the query. Then, it should appear under the "Queries Answered" section.

The screenshot displays the 'ADMIN CONSOLE: Queries' interface. At the top, there is a 'PENDING QUERIES' section with a filter dropdown for 'Theme' (set to 'Select a theme') and a 'Subtheme' dropdown (set to 'Please select a theme first'). Below this, the main area is divided into two columns: 'QUERIES' and 'QUERIES ADDRESSED'. The 'QUERIES' column contains a query from 'freil@layertechlab.com' with a subject 'What are the requirements for financial assistance?' and a date of 'Jul 23, 2021'. The 'QUERIES ADDRESSED' column shows the response from 'Cloudcity Admin' with the subject 'Social Welfare | Social welfare assistance'. A red circle highlights a query in the 'QUERIES' column with a subject 'Bakiy ealang kuryenye' and a date of 'May 24, 2021'. The response for this query is 'versus the information provided at the LCCC authorities. I am a private employee that starts working from 7am up to 6pm. Tried to go to LCC AGAIN last Friday night when Mayor Rosal advised at 5pm that registration is up to 7pm in consideration with those who are working but still didn't make it. Is it possible for the registration team to send me a confirmation of schedule of my first dose via SMS just like what you are doing this past few weeks. I think that is more organized and this will be much appreciated for those who are employed because we cannot sacrifice to spend almost two days at LCCC'.

# Main Features of Cloud CT

## ADMIN

### ADMIN CONSOLE: Queries

Here, you'll see the ANSWERED Queries.

Once a query has been successfully answered, it will appear on this section, along with the timestamp.

Make sure you answer queries on time!

The screenshot displays the 'ADMIN CONSOLE: Queries' interface. At the top, there is a section for 'PENDING QUERIES' with two dropdown menus for 'Theme' (set to 'Select a theme') and 'Subtheme' (set to 'Please select a theme first'). Below this, the 'QUERIES' section is divided into two columns: 'QUERIES' and 'QUERIES ADDRESSED'. The 'QUERIES' column shows a query about LCCC registration. The 'QUERIES ADDRESSED' column shows two answered queries: one about financial assistance (answered by Cloudcity Admin on Jul 23, 2021) and one about electricity (answered by Cloudcity Admin on May 24, 2021). A red circle highlights the 'QUERIES ADDRESSED' section.

"People do NOT care how much you know-- until they know how much you care." - Teddy Roosevelt



## Part III – Best Practices



- ➔ Passwords
- ➔ Data Collection
- ➔ Answering Queries



# Passwords

## Best Practices:

- ✓ Do NOT SHARE your password with unauthorized persons! (All query responses have a timestamp and account tracing.)
- ✓ Do NOT write down your full password! Instead, think of clues that only you can answer and write them down.
- ✓ If you forgot your password, you may approach your LGU's IT staff to retrieve it. We strictly coordinate with the IT personnel of our partner LGUs only. That's why we will not grant password reset requests by individuals.



# Data Collection

## Best Practices:

- ✔ Only collect data that you need. Do not collect unnecessary personal information of your respondents.
- ✔ Always inform your respondents of the data that you collect and how you intend to use them.
- ✔ Always have your own 'Terms of Use' document or 'Privacy Policy' document ready. Cloud CT has these documents ready.
- ✔ Read on your city/municipality/country's data privacy and cybersecurity laws. Keep yourself updated for changes or updates in the policy.





# Answering Queries

## Best Practices:

- ✔ Be nice and respectful. Always start your e-mail with a proper, professional greeting.
- ✔ Be straightforward in answering questions. Keep it Short and Simple (KISS).
- ✔ Be factual. Put facts in your answers. For example, cite a certain Executive Order or give a link to an online database of local policies. This will give the client additional information.
- ✔ Regardless of the question, keep a calm and confident demeanor.
- ✔ Observe compliance to the Anti-Red Tape Law and other applicable policies.



# Answering Queries

If you receive an inappropriate question, have a standard response ready. Something like:

1. I apologize, but it seems that your message does not contain a query that I can answer. We request that you clarify your query and send us a message again. Have a good day!
2. I understand your frustration. However, may we kindly request that you refrain from using offensive words. The feedback is being quality-controlled and analyzed by researchers as open-data. Thank you for your understanding.

**Consult with your Human Resources about the protocols for answering queries as this may vary depending on your organization/institution.**



## On Auto Answers

Please do NOT reply to queries with 'We will get back to you shortly.' The e-mail addresses are hidden and may NOT be viewed in order to protect privacy.

**Please answer using the 'Reply' feature only IF you have the answer to the specific query ready.**

We deliberately designed it this way, so that we can calculate the ACTUAL TIME it takes to answer/resolve a query and not simply to acknowledge it.



## Requesting for In-Depth Analysis

If you want CloudCT team to conduct an in-depth Feedback data analysis, kindly e-mail [LEARNING@Layertechlab.com](mailto:LEARNING@Layertechlab.com) so that we can arrange for volunteer researchers (the local academe).

In some cases, Layertech works under grants and partnerships with other organizations. If your requests fall under a current grant/project, we will be happy to do the analysis for FREE as long as it is within our capacity and available resources.



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[CONTACT US: learning@layertechlab.com](mailto:learning@layertechlab.com)