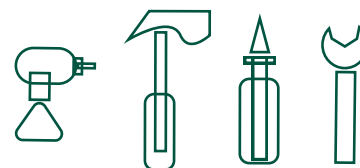


# Setting Stakeholder Expectations

## Discuss the Value



Answer the following questions to have the answers ready for when you speak to stakeholders and leadership about the value your data, findings, and action items can add.

### EXAMPLE:



What data have you collected and what methodology did you use?

*We have used digital and paper surveys to collect customer satisfaction data on the new farm loan program. The responses from paper surveys have been entered as digital entries after collection in order to make aggregating our data simpler.*



What is a summary of the findings you have concluded based on the data collected?

*Customers are getting confused on where to find the digital application for the program.*



What is the return on investment that stakeholders and leadership can highlight when discussing the findings of this data?

*Identifying this problem has saved taxpayer dollars and has broadened the customer base for folks that are eligible for the program.*

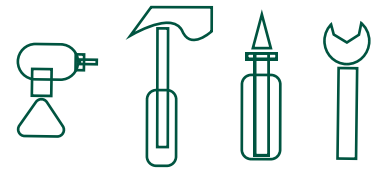


How might stakeholders and leadership justify the suggested actions that come from the data findings?

*By making it easier for customers to find the digital application, more potential eligible customers can make an informed decision if they wish to participate in the program.*

# Setting Stakeholder Expectations

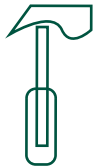
## Discuss the Value



Answer the following questions to have the answers ready for when you speak to stakeholders and leadership about the value your data, findings, and action items can add.



What data have you collected and what methodology did you use?



What is a summary of the findings you have concluded based on the data collected?



What is the return on investment that stakeholders and leadership can highlight when discussing the findings of this data?



How might stakeholders and leadership justify the suggested actions that come from the data findings?