The Riveter: Collecting Member Feedback

**Problem Statement**
Helping The Riveter, a female-forward coworking space, track the needs, motivations, and goals of members on a digital interface to help better understand and serve their community.

**Data Collection Process**

**For Members**

**Initial Online Exposure**
Potential members learn the values of The Riveter and basic information such as hours, locations, and events offered.

**Visiting the Space for the First Time**
When visiting, potential members learn about membership types and the amenities available and are introduced to feel of the community.

**New Member Orientation**
New members learn about the norms of the space, the internal online communities, and are introduced to the member feedback system.

**Day-to-Day Interactions & Events**
Members grow connections with the community and learn reasonings behind events offered and updates based on member feedback.

**Regular Check-Ins & Feedback Surveys**
Members learn of new updates and events. They receive responses to past feedback and recognition for their community impact.

**For the Riveter**

Potential members learn basic information about potential members such as their name, email, and phone number.

The Riveter learns more about their lead’s business and position, their business needs, and their need for a coworking space.

The Riveter learns the immediate concerns of new members such as their support needs, desired events, and preferred community introduction.

The Riveter learns about the daily interactions of members, then records feedback on events and daily experiences with the feedback system.

The Riveter receives general feedback plus quantitative ratings of experiences and qualitative responses about members’ frustrations and joys.

**Team**
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