A Spectrum of Civic Engagment Methods for Local Technology Projects

More Collaborative ↑

Problem Sourcing Methods

Problem sourcing methods spur proactive engagment, letting residents shape the purpose of a potential technology project. These methods can be used to understand community priorities and incorporate civic design into a technology planning process early before a specific solution exists.

Examples: **Surveys | Participatory Design Sessions**

Leverage problem sourcing methods when... **(1)** you are searching for a relevant problem or mission area and are truly open to community input **(2)** you are solution agnostic and technology agnostic as how to solve that problem **(3)** there is no set project.

Co-building Methods

Co-building methods spur proactive engagement by inviting residents into guided brainstorming and early technology building processes. Rooted in a chosen theme or mission, co-building processes can be used to create a more inclusive technology project or plan with resident input.

Examples: **Themed Hackathons | Themed Workshops**

Leverage co-building methods when... **(1)** the problem you are aiming to solve is set **(2)** you are solution agnostic and technology agnostic as how to solve that problem **(3)** there is no set project.

Feedback Gathering Methods

Feedback gathering methods present reactive engagement opportunities for residents, allowing them to shape an existing technology project or plan. These methods can be used to ensure a more usable, relevant project or product.

Examples: **Civic User Testing | Interviews | Focus Groups**

Leverage feedback gathering methods when... **(1)** the problem you are aiming to solve is set **(2)** you have decided on a solution or approach to that problem **(3)** you have a draft or in-progress technology plan or project that can be responsive to resident input.

Outreach & Sharing Methods

Outreach and sharing methods are reactive engagement opportunities for residents, allowing them to learn more about or ask questions about a finished technology plan or product. While these types of engagements can be interactive and drive technology adoption, there is no opportunity for resident input on the project or plan itself.

Examples: **A Community Launch | Training on a New Tool or Platform**

Leverage outreach and sharing methods when... **(1)** the problem you are aiming to solve is set **(2)** you have decided on a solution or approach to that problem **(3)** there is a finished technology project or plan.