

**Active-Sensemaking:  
How do I find out what users and stakeholders really think about my tribunal's  
services?**

**By Emily C. Drown, Chair of the BC  
Employment and Assistance Appeal Tribunal**

**Introduction**

Everyone wants to improve access to justice. Seldom do you hear anyone say the justice system is perfect just the way it is. However, often well-meaning organizations make changes thinking they know what will improve access to justice without taking the time to determine what users of their services think or experience. If we don't know how users experience our services, how can we determine what needs improvement or what barriers to accessing justice might exist?

Active-sensemaking is one specific tool that tribunals and other agencies can use to find out exactly what their users and stakeholders feel about their experiences with the tribunal or agency's services.

This paper tells the story of the BC Employment and Assistance Appeal Tribunal's (EAAT) foray into active-sensemaking. It will set out what active sense-making is in more detail, will explain why you might want to consider active-sensemaking as opposed to more familiar forms of gathering user experience, and will tell you about EAAT's recent experience with active-sensemaking. While this paper will provide an explanation of what active-sensemaking is, I am not a statistician or data scientist and am writing about my experience working with those skilled in these areas. In other words, this is a paper about EAAT's experience with active-sensemaking and is not a paper about the scientific and sociologic methodology of active-sensemaking.<sup>1</sup>

**Active-sensemaking: what is it?**

Many of you may find truth in the statement that people communicate through stories. I know I do. This is one reason why I was instantly curious when I first learned about active-sensemaking. Who doesn't like to tell a story? Who doesn't like to listen to a story? It is after all how people have been communicating about things outside of the justice system in other areas for many years. I'm sure you are all familiar with the expression that a happy customer will tell 1 person, while an unhappy customer will share their story 10 times over. Active sense-making lets users

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<sup>1</sup> See [www.activesensemaking.com](http://www.activesensemaking.com) , <https://thecynefin.co/our-thinking/> , <https://www.workingwithstories.org/aboutpni.html> for easily accessible summaries of the research methodology of active-sensemaking

of our services tell us, in their own words, what they experience.<sup>2</sup> It provides us with a way to know what we didn't know we needed to ask our users about.

The creative commons website for active-sensemaking methodology states:

Sensemaking is larger than any methodology or platform – it is...how human beings navigate in a complex adaptive world. As a methodology, active sensemaking harnesses and leverages the natural human ability to notice patterns in our environment, adding meaning to those patterns to generate insights, and provide a foundation for decisions and actions....First...participants are asked to share a story or anecdote about an experience via one or more open-ended question prompts. They are then asked a small number of quantitative follow-up questions. The follow-up questions are intentionally ambiguous, designed to allow the participant to provide context and meaning to the narrative they just submitted with no "right" or "wrong" answers.<sup>3</sup>

### **Isn't this just a survey?**

More and more organizations are using surveys to learn what users think of their processes, systems and services and this development is encouraging. As many know, surveys can provide a snapshot of what users think and are a valuable tool for tribunals to have in their toolboxes. While surveys certainly can be useful, active-sensemaking provides an alternative way of finding out what users think about our services. I suggest that that this format of gathering user experience has several benefits that make it an excellent choice for tribunals and other quasi-judicial/judicial agencies.

One way that active-sensemaking differs from traditional surveys is that surveys often ask users to provide feedback about subjects the organization thinks the user might want to tell them about rather than to provide information the user feels an agency ought to know. Instead of asking users to tell you their opinions in answer to specific questions, active-sensemaking asks users of an organization to share a story about their experience with the organization. With active-sensemaking it is the user that determines what they wish to highlight and which information they wish to pass along to the organization. By providing feedback via story, the active-sensemaking format also permits users to provide feedback in a way that does not require the user to pass judgement on an organization. The fact that users are sharing stories and are not passing judgement can help to diffuse the discomfort that those running quasi-judicial agencies may feel about asking the parties that appear in front of them, and whose disputes they resolve, to pass judgement on the organization's services.

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<sup>2</sup> See <https://qedinsight.com/resources/library/active-sensemaking-video/> for a 13-minute video introducing you to active-sensemaking.

<sup>3</sup> [www.activesensemaking.com](http://www.activesensemaking.com)

Another way that active-sensemaking differs from the use of surveys is that it puts the qualitative assessment of each story on the user not on the tribunal whose services are being discussed. The user is the one that states whether an experience was positive or negative. Through carefully worded follow up questions, the user is also the individual that signifies the parts of the process/experience under review that most impacted their narrative. The organization seeking feedback is removed from this process and does not pretend to put itself in the shoes of its users. This is beneficial in that it not only empowers the users providing experiential feedback but also reduces expert bias on the part of those receiving the user feedback.<sup>4</sup>

Active-sensemaking also differs from the use of surveys in that it includes the mapping of the harnessed user experience data within the feedback process. Once user experience is harvested, agencies seeking a greater understanding of their services use technology platforms<sup>5</sup> to identify and visualize patterns from within the narrative data provided. It is a review of these patterns that gives those seeking feedback a clear picture of where problems may exist or where they might be exceeding expectations.<sup>6</sup>

Finally, for the agency seeking feedback, the impact of reviewing numerous stories about users' experience is impactful. Active-sensemaking data is presented as stories in users' own words as opposed to the short answers to pro-forma questions many surveys elicit. Further, seeing how users signify their experiences lets those within an organization get a glimpse of how users see their systems and processes. My staff and I all had emotional real-world reactions to the stories our users shared with us. Hearing user experience in the users own words creates a sense of urgency in the workplace that helps with change management as organizations move to the final step of the active-sensemaking process, which is to implement process and/or system changes that improve future user experiences.

## **Active-Sensemaking and EAAT: a case study**

### **Contextualizing EAAT**

EAAT is an appellate level tribunal that hears appeals of denials of social assistance, disability assistance, and childcare subsidy. The respondents to appeals before EAAT are always a provincial government ministry. The appellants appearing before EAAT are some of the most vulnerable citizens in the province: usually individuals facing poverty, extreme financial need, and/or significant disability. Appellants before EAAT often experience multiple barriers to accessing government services, including limited access to technology. While EAAT is

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<sup>4</sup> [www.activesensemaking.com](http://www.activesensemaking.com)

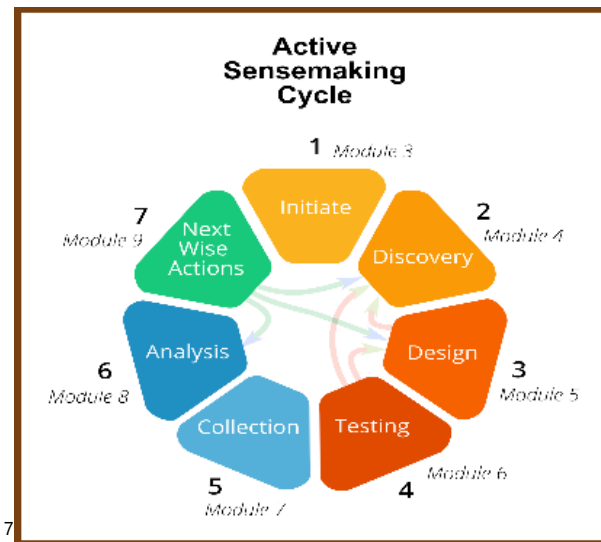
<sup>5</sup> EAAT used the Mural whiteboard platform found at [www.mural.co](http://www.mural.co) , Tableau found at [www.tableau.com](http://www.tableau.com) , and the Spryng platform found at <https://www.spryng.io>

<sup>6</sup> [www.activesensemaking.com](http://www.activesensemaking.com)

concerned with user experience for all parties appearing before the tribunal, we focused our active-sensemaking project on gaining user experience data from our appellants. We chose to leave out the experience of the ministry respondents as there are existing communication channels in place for such feedback.

### Project development and launch

The Active-Sensemaking framework can be summarized by the following graphic:



The process is made up of seven steps or phases and is cyclical in nature, in that it is designed to be able to be repeated time and again to obtain ongoing user experience so that agencies have access to qualitative data related to process and systemic changes and are able to track whether improvements made result in the desired changes.

For EAAT’s purposes, we worked with QED Insight (QED) – a consulting firm located in New York, USA affiliated with Laurie Webster, Terry Miller and Barrett Horne, experts in the active-sensemaking field located in New York, British Columbia and the Yukon.<sup>8</sup> Through numerous Zoom meetings they guided us through the various phases of the process using a system that blended our expert knowledge of our processes with their expert knowledge of data and sense-making.

The initial phase of the project (the Initiate phase) saw QED work with our management team to identify stakeholders that we knew had both an understanding of our tribunal’s processes and the demographic make up of our users. For EAAT’s purposes these were the Director of the reconsideration branch responsible for the majority of decisions coming to us on appeal and a

<sup>7</sup> [www.activesensemaking.com](http://www.activesensemaking.com)

<sup>8</sup> <https://qedinsight.com/>

widely respected legal advocate that was familiar with our processes and had experience working with vulnerable populations in legal settings.

Together, these two individuals joined our staff as we embarked on phases 2 and 3 of the process (the Discovery and Design phases). In the Discovery phase, QED worked with us and our two stakeholder representatives to identify the types of stories we felt people might tell us about their experiences with EAAT. We did this by putting ourselves in the shoes of our appellants and sharing anecdotal stories that we had witnessed or had relayed to us from our users via existing feedback or complaint processes. QED facilitated this process through a series of half day workshops. We chose to involve all our staff as well as our two stakeholder representatives in this process to get as much mock data as possible so that various existing viewpoints were heard from (ie. our front-line appeal intake clerk that answers the phone, our appeal coordinators that coordinate our hearings and talk regularly with our appellants, and our management team that often deals with post-hearing complaints). During this phase QED learned a lot about our tribunal and what it is that we aim to do.

QED then took these mock stories away and studied them as part of phase 3 (the Design phase) and created a series of questions that they felt would elicit the information we sought from our users. Through another session of workshops with our management team, QED further refined the questions to a set they felt would elicit data regarding how our users perceived our operations, including where we should keep doing what we are doing and where barriers exist that could be improved through process or systemic change.<sup>9</sup>

Once QED provided us with the sample instrument, phase 4 had us test the questions with actual users (the Test phase). Here EAAT had to test the questions to ensure they would elicit data from actual appellants. EAAT also had to prove to QED that we could get data from all types of our users, specifically those with access to technology and those without. Data from only those users able to provide their user experience via technology would skew our data and would not show barriers that might exist for those without access to technology and QED appropriately wanted us to have only useable, reliable data. In pre-pandemic times, QED would have met with users in person to gather stories. However, public health measures meant that we could not gather people together for this purpose. Accordingly, we had to get creative and decided that we would test the questions only with individuals without access to technology using low-tech telephone and mail. We agreed that if we received decent test data we would move forward with actual data collection using both the Spryng platform recommended by QED and our low-tech telephone/mail data collection system.

Given the vulnerable population EAAT serves, we knew that our project would only be a success if we could make it work if we could find a way around the technology divide that exists in our society. As mentioned above, data from only those with access to technology would skew our data – we needed to know how real users, many of whom experience real barriers to accessing

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<sup>9</sup> A copy of the questions asked is attached as Schedule A to this paper.

technology, experience our processes. Our experience of using low tech solutions to solve this problem shows that it is not always necessary to use the latest technology to gather information.

For testing we asked our four Appeal Coordinators to contact recent appellants that they thought might be willing to help us. We offered these appellants a modest grocery gift card for their time in assisting us. While some users wanted no part in testing our system, it was not difficult to find test subjects. Upon getting a former appellant's agreement to test with us, we then mailed them a copy of a paper version of the instrument that would ultimately be found on-line on the Spryng platform for other users to access. The version mailed to participants was altered slightly from the online version to include number and letter signposts for communicating precisely where on the page users wanted something marked.<sup>10</sup> The Appeal Coordinators then inputted this information into the Spryng platform themselves. The testing was a success. Not only were users willing to share stories with us, but they were also able to do so without having access to computers or the internet.

With testing complete, we moved into phase 5 of the active-sensemaking process (the Collection phase). We launched our active-sensemaking project by asking all appellants with appeals before us in the last three years to consider providing data to us. For those that had provided us with email addresses we reached out to them via email inviting them to take part in our project.<sup>11</sup> Those without email addresses were contacted via telephone. However, unlike the test phase we were unable to use our Appeal Coordinators given the large number of appellants that needed to be contacted as this would have impacted our ability to conduct our day-to-day business of managing appeals. Undeterred, we asked the three law schools in BC for volunteers to assist us and found just the skilled and willing assistants we needed to make the project a success. Our law student volunteers contacted hundreds of appellants, heard their stories, and inputted the data on behalf of our users into the Spryng platform. Meanwhile, other users with access to technology responded to our email request for data and shared their stories directly with the Spryng platform.

After testing, I knew that our project could gather the type of data we needed to make informed decisions; however, my management team and I were very worried that appellants might not respond to our call for user experience. We didn't need to worry. EAAT received a statistically sound response with over 10% of our appellants responding. Further, several former appellants contacted the tribunal to say how wonderful it was that a) we wanted to know what they thought, b) were willing to listen to a vulnerable population that is often ignored, and c) were

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<sup>10</sup> These marks can be seen in the copy attached as Schedule A – note triangles are divided into segments and spectrum bars have letter and number divisions marked out. This permitted our appeal coordinators to be able to understand precisely where a user wanted a signifier marked over the phone.

<sup>11</sup> The *Administrative Tribunals Act*, SBC 2004, c. 45 permits EAAT to conduct surveys of its members and the *Freedom of Information and Protection of Privacy Act*, RSBC 1996, c 165 permits the tribunal to use personal information for its mandated purposes.

looking at making changes to improve our processes and were not content to just keep things as they were.

### **Analyzing the data**

Once data was collected on the Spryng platform we were very excited to see the stories our users had shared. However, analyzing the data proved to be much more of a process than simply reviewing the stories shared and looking at graphic samples of the data tabulated by QED. Rather than just emailing us the stories and data, QED led our staff through three part-day workshops where we reviewed snippets of stories to become familiar with the data set and then ultimately mapped the data using our expert knowledge of our processes so that the various stories were grouped according to overarching themes (ie. the process is confusing, talking to staff helps, appeal process can be traumatizing, etcetera). When I first learned of the need for these extra steps, I admit that I was skeptical whether these extra steps had value or whether they would be an unproductive use of our staff's time. However, after taking part in the exercise of mapping the data, it quickly became apparent that this is where the real usefulness of active-sensemaking lies.

After the mapping exercise, we were provided the users stories in Word format as well as a data set readable with Tableau software.<sup>12</sup> This software permitted us to choose various filters to view the data to track trends and user experience related to various demographics such as age, gender, ethnicity, geographic region, etcetera.<sup>13</sup>

The final step in the active-sensemaking process was for us to determine what action our agency must take in order to respond to the extensive user feedback provided (the Next Wise Action phase). For EAAT this has resulted in an ongoing commitment for our staff and management team to meet regularly to discuss the results of our active-sensemaking project. Having staff involved throughout the process, and particularly with the data-mapping, has everyone invested in the need to improve user experience and has greatly assisted with change management within the Tribunal. Through this project our team has become attuned to wanting to hear how we affect those we serve, and we have become committed to making process and systemic changes, with suggestions coming from the ground up as well as from upper levels of management.

Our first process change was made within 24 hours of mapping the stories together at the workshops facilitated by QED. One story shared spoke of how intimidating it was to be asked to consent to having an observer attend the hearing for training purposes with the ministry's representative at the hearing. The individual indicated that they felt placed in an awkward position and did not feel able to say no to the request when asked by the panel that would be deciding their appeal. Nobody at the tribunal had ever given this process any real thought. We

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<sup>12</sup> [www.tableau.com](http://www.tableau.com)

<sup>13</sup> Examples of data obtained are set out in Schedule B to this paper.

were asking for consent, wasn't that good enough? However, when we read the story, we saw very clearly the power dynamics at play and staff asked if we could change our processes so that such requests had to happen prior to a hearing and would be explained to the appellant by our appeal coordinators who would not only explain what was being requested but also the fact that the appellant could say no without fear of any repercussions.

Other process changes that EAAT has initiated based on the data stemming from our active-sense-making project include:

- Having our appeal coordinators contact all appellants via telephone (where phone numbers have been provided) to introduce themselves, explain a bit about the appeal process, and to let appellants know that the appeal coordinators are here if they have any questions or need help with procedural matters
- Reducing the number of documents sent to the parties
- Review of written material sent to the parties to ensure only "need to know" information is provided
- Re-writing of all EAAT correspondence at the lowest possible grade level (much of our material is now written at a grade 3 or grade 4 level)
- Enclosing a summary of each final decision when providing final decisions to the parties
- Highlighting how to find an advocate on our website and in our written material provided to the parties

All of these changes had minimal, if any, financial cost. We have also identified some further anticipated changes that will have a financial cost associated such as:

- New accessible website
- Translation of "How to Appeal" portion of our website into other frequently used languages

More extensive process revisions are likely as EAAT continues to review the information gathered via our active-sense-making project. While extensive process revisions would previously have been daunting to contemplate, the engagement of staff throughout the active-sense-making process has created a workplace culture that I know will embrace extensive changes so long as the goal is to improve user experience.

### **Next steps**

As mentioned above, the seven-step process of active-sense-making is designed to be cyclical in nature. While there is certainly value in taking part in only one cycle of active-sense-making, EAAT plans to redo the process in approximately 3 years in order to obtain metrics about the process changes we implement as a result of our first round of active sense-making. It is our hope that by asking the same questions to appellants tri-annually that we will obtain data metrics that show that our process changes and systemic changes undertaken have positively



impacted user experience. In addition, it is hoped that future sessions of active-sensemaking will shine a light on further areas for improvement.

While there will be an ongoing cost to engaging in our active-sensemaking project tri-annually, EAAT designed the project with QED so that the bulk of the expense went into designing and testing the instrument so that only a small financial outlay will be needed every three years to map and tabulate the data harnessed.<sup>14</sup>

In the meantime, engaging in the project of active-sensemaking with our office staff has proven valuable. The project has changed the office culture, and everyone is now committed to improving user experience on an ongoing basis. Between now and our next sample of users in three years, I expect our team to continue to identify areas where process and systemic changes can make a difference to those that appear before us as each member of our team is committed to improving user experience at EAAT.

#### Schedule A

Paper Instrument Mailed to Appellants

### **B.C. Employment & Assistance Appeal Tribunal**

The Employment and Assistance Appeal Tribunal wants to improve the experience for others going through their appeals process. To that end, we are asking you to tell us some notable moments you may have had in your own appeal.

We will ask you to recall a particular moment that comes to mind – one that might have been either positive or negative – and then have you answer some follow-up questions about that experience. It will take 10 minutes or less to complete.

When we say ‘tell us your experience’ we mean a quick slice of time, a phrase or two that describes a moment that stands out for you. A few sentences may be enough.

*A word about **privacy**:* Nothing you share will be associated with you personally and any information that could identify you or others will be removed from the data.

Some of the questions we’ll ask you about your experience need some practice and explanation. So before we begin, we’ll ask you to practice a *triangle question* so you become familiar with how it works.

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<sup>14</sup> Please contact me directly at [emily.drown@eaat.ca](mailto:emily.drown@eaat.ca) if you would like particulars regarding the resource expenditure for EAAT’s active-sensemaking project.

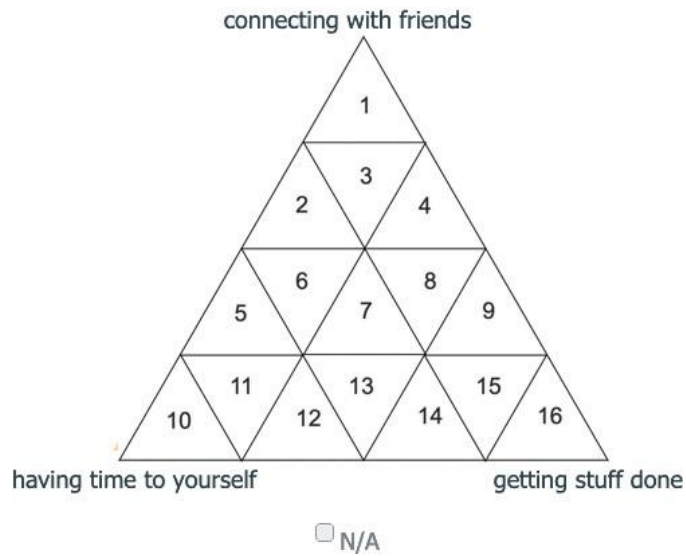
The triangle question below is a **practice question**.

We are asking you to think about how you spent a day you had all to yourself. Then we will ask you to mark an **X** on one of the 16 smaller triangles.

If you did none of those things, put an **X** in the checkbox next to N/A.

Don't worry if this is not clear as the person who calls you can better explain.

**Think back to the last day you had all to yourself to do as you pleased. You spent your time...**



Now let's move on to collecting your thoughts.  
Please pick one of the prompts below, A, B, or C. When a memory or experience comes to mind from either A, B, or C, jot down a phrase or two in the space below to describe what was happening.

**A.** Think about what you had to do to go through this appeals process. Think of a moment where things seemed very easy **OR** where it was really hard. Describe that situation.

**B.** When did the Tribunal serve you well **OR** where did it fail you? Describe what happened.

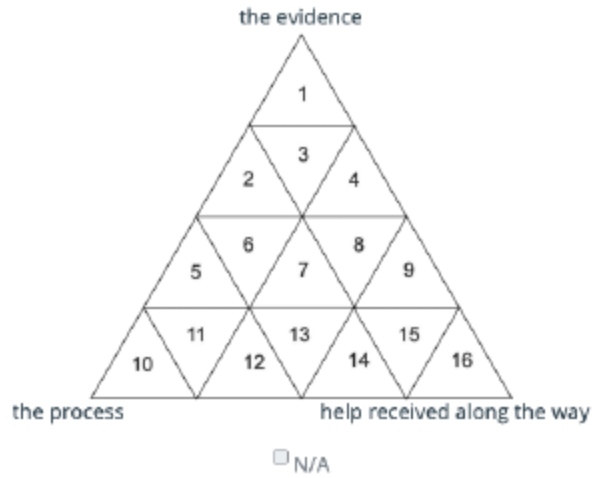
**C.** Think back about your experience with the Tribunal. Share a moment where you felt respected **OR** one where you were treated unfairly. Describe what happened.

Make notes about your experience here.

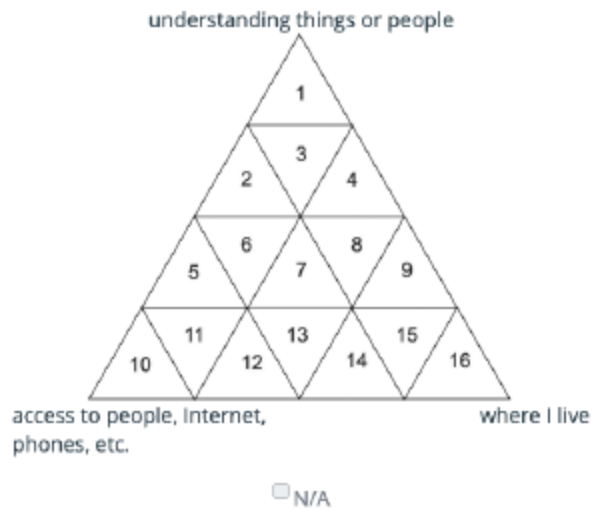
Please give this experience a title: \_\_\_\_\_

With this experience in mind, mark an **X** inside the triangle in the place that makes sense to you. If a question does not relate to the experience, check the N/A box.

**In the experience shared, what had the biggest effects?**



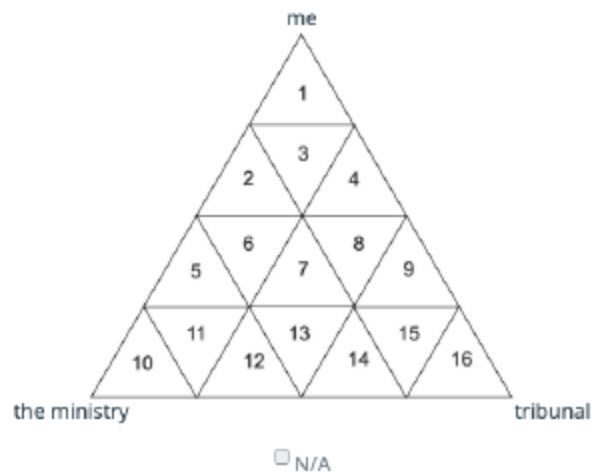
**The following influenced the experience I just shared...**



**The hopes and expectations in this moment was to have...**



**Who had the most influence on this experience?**



With this same experience in mind, look at the scale below and place ONE X on a letter that best makes sense to you. If the question does not relate to your experience, select N/A.

**In this experience, the rules were...**

A  B  C  D  E  F  G  H  I  J  K  
thrown out completely followed way too strictly

N/A

**The experience was...**

A  B  C  D  E  F  G  H  I  J  K  
way too formal way too informal

N/A

Please answer the following questions as they relate to the moment you shared.

**Based on the experience you shared, pick the choices that relate to how you felt (select up to three).**

- |  |  |
|--|--|
| <input type="checkbox"/> heard             | <input type="checkbox"/> respected             |
| <input type="checkbox"/> ignored           | <input type="checkbox"/> discriminated against |
| <input type="checkbox"/> dealt with fairly | <input type="checkbox"/> it was unfair         |
| <input type="checkbox"/> satisfied         | <input type="checkbox"/> encouraged            |
| <input type="checkbox"/> frustrated        | <input type="checkbox"/> happy                 |
| <input type="checkbox"/> fearful           | <input type="checkbox"/> supported             |
| <input type="checkbox"/> confused          | <input type="checkbox"/> embarrassed           |
| <input type="checkbox"/> angry             | <input type="checkbox"/> anxious               |

not sure / prefer not to say

**The experience I just shared is most closely connected to...**

- the event that caused me to need help
- the ministry decisions
- dealing with Tribunal before the hearing
- the appeal hearing
- after final hearing
- not sure

**What type of experience was it?**

- strongly negative
- some positive, some negative
- strongly positive
- negative
- positive
- prefer not to say

**Please answer the following questions as they relate to you.**

**How old are you?**

- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 or older
- prefer not to say

**How do you identify?**

- male
- female
- nonbinary
- prefer not to say
- other

**Do you self-identify as a member of any of the following groups? (Check all that apply)**

- Diverse cultural or ethnic background
- Diverse gender background
- Indigenous (First Nation, Métis or Inuit) ancestry
- Person with a disability
- None of these
- Prefer not to say

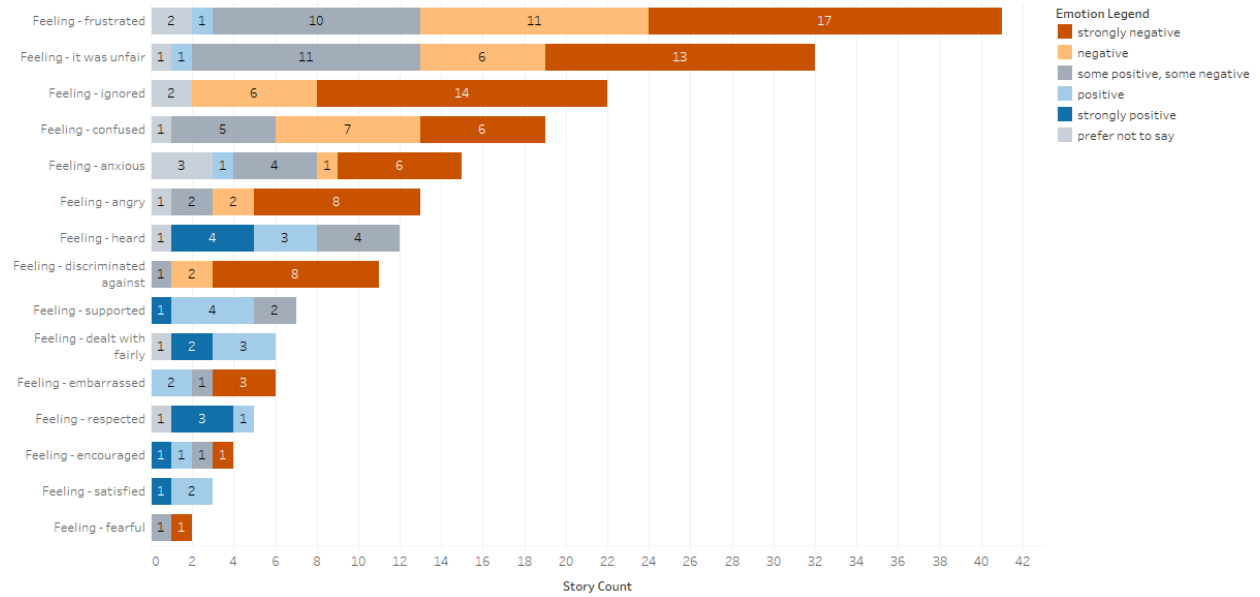
**Where are you located?**

- Lower mainland
- Other cities in B.C.
- Prefer not to say
- Greater Victoria
- Rural towns or rural areas

**Thank you for helping us.**

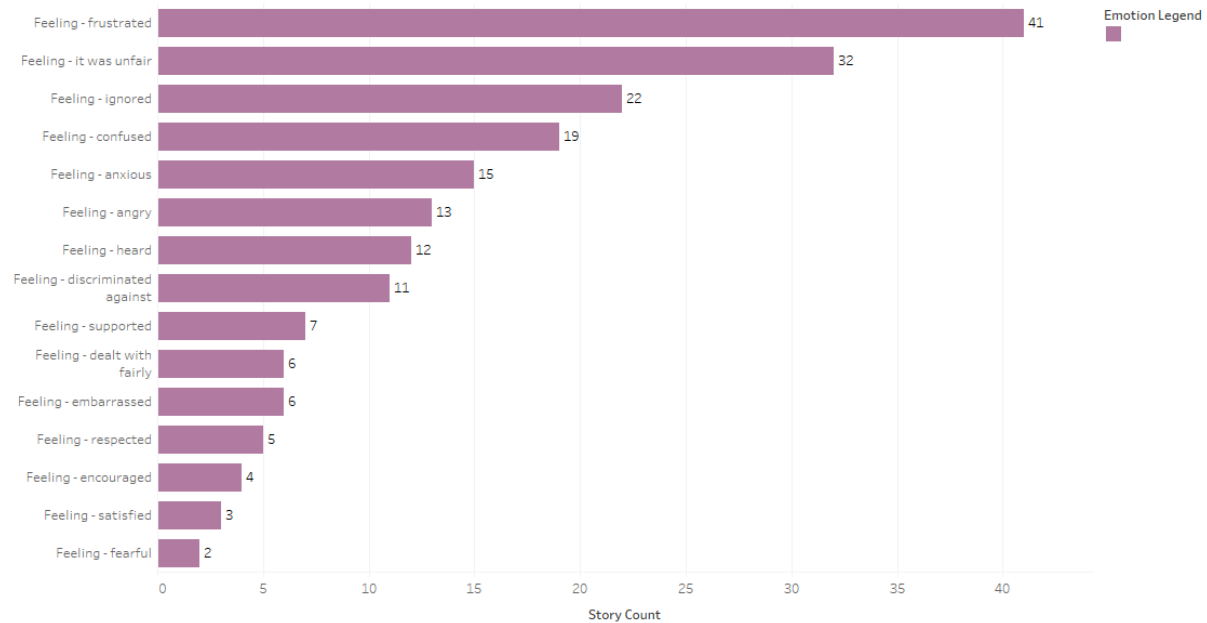
## Samples of Data

Based on the experience you shared, pick the choices that relate to how you felt (select up to three).



Feeling - frustrated, Feeling - ignored, Feeling - confused, Feeling - anxious, Feeling - angry, Feeling - heard, Feeling - discriminated against, Feeling - embarrassed, Feeling - dealt with fairly, Feeling - encouraged, Feeling - fearful, Feeling - it was unfair, Feeling - respected, Feeling - supported and Feeling - satisfied. Color shows details about Emotion Legend.

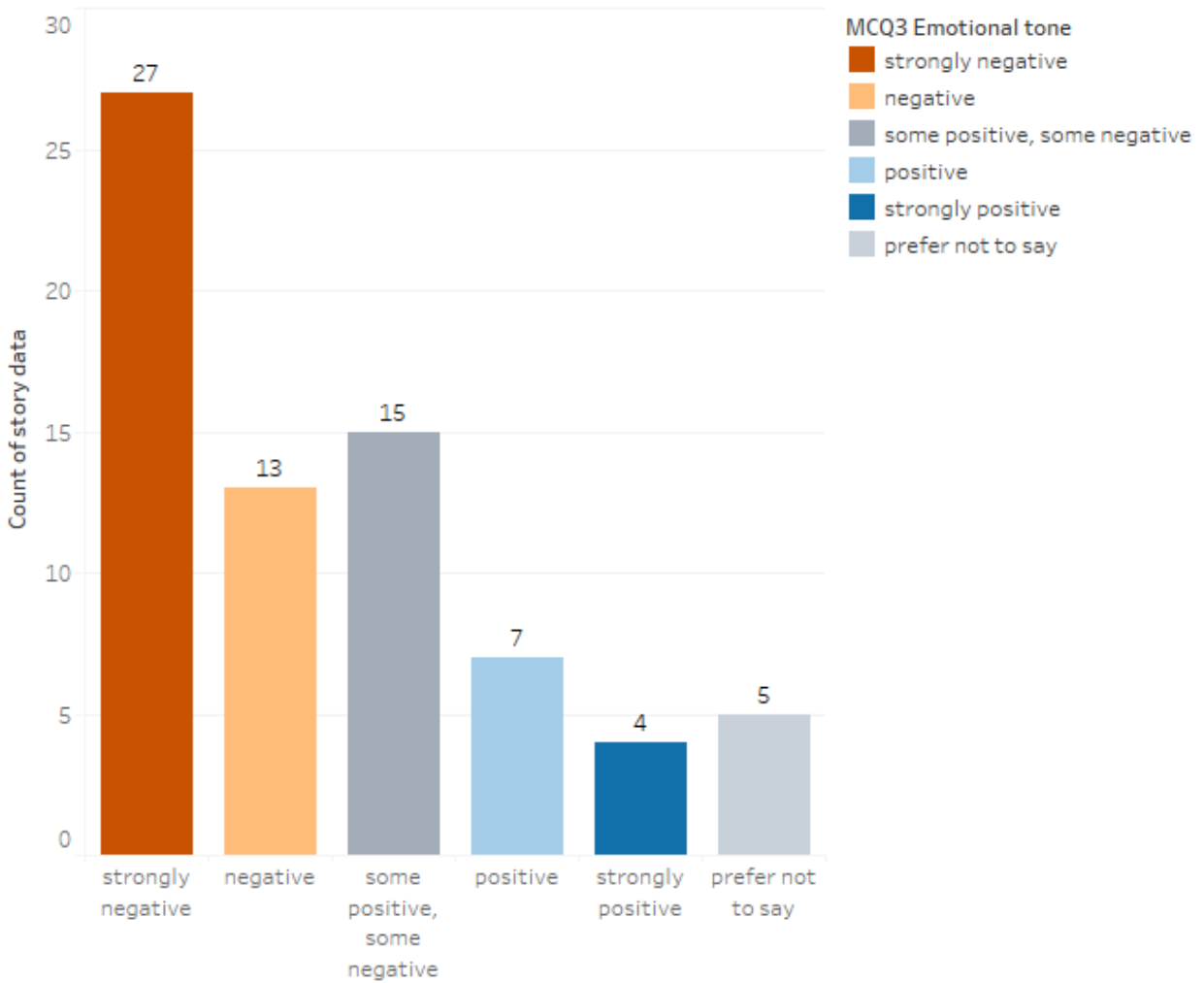
Based on the experience you shared, pick the choices that relate to how you felt (select up to three).



Feeling - frustrated, Feeling - ignored, Feeling - confused, Feeling - anxious, Feeling - angry, Feeling - heard, Feeling - discriminated against, Feeling - embarrassed, Feeling - dealt with fairly, Feeling - encouraged, Feeling - fearful, Feeling - it was unfair, Feeling - respected, Feeling - supported and Feeling - satisfied. Color shows details about Emotion Legend.

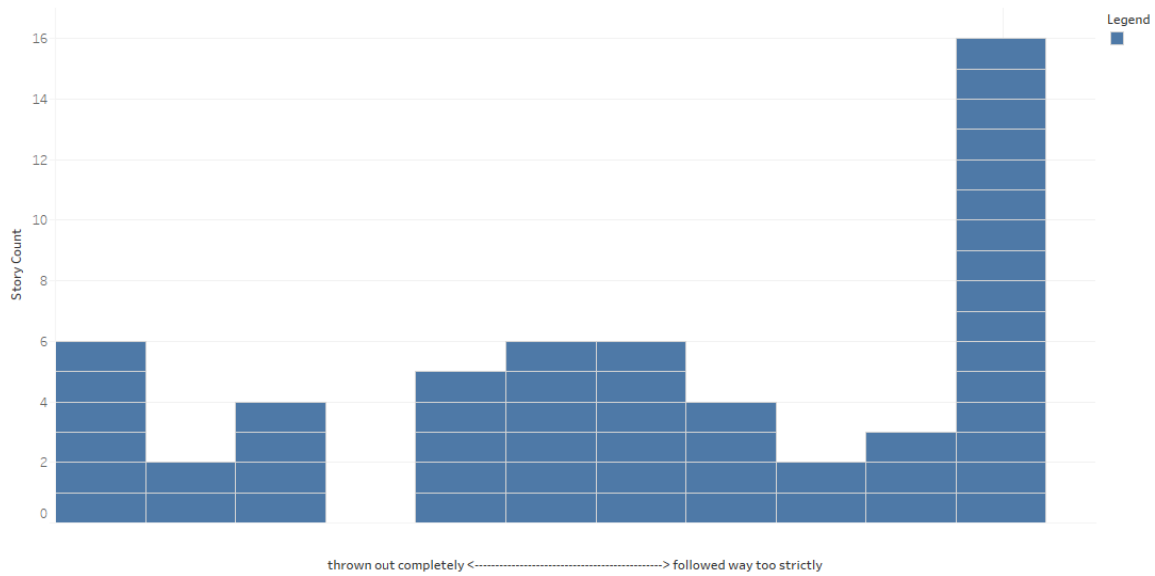


### MC3. What type of experience was it?



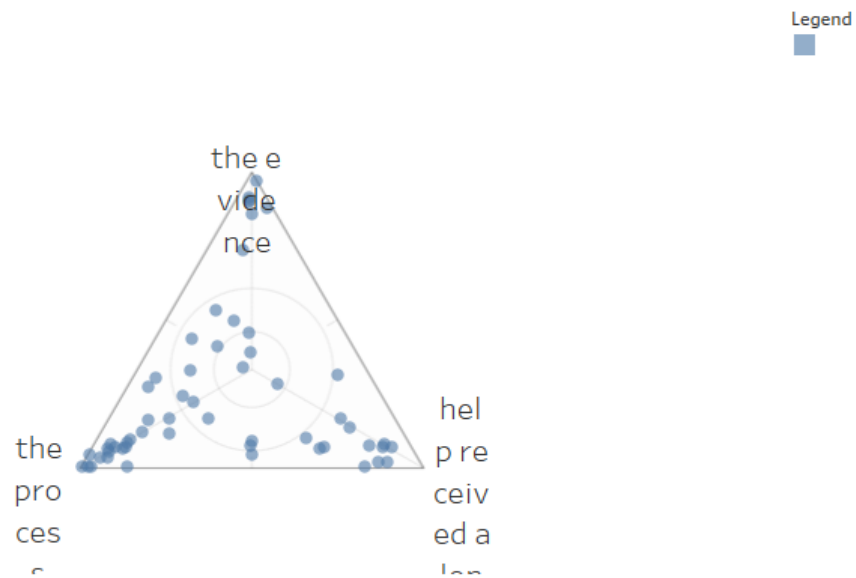
Count of story data for each MCQ3 Emotional tone. Color shows details about MCQ3 Emotional tone.

S1. In this experience, the rules were...



The trend of count of S1 Rules - X for S1 Rules - X (bin). Color shows details about Legend. Details are shown for SID. The data is filtered on Group Identity (Sheet1 (Group Identity)) and Feelings (Sheet1 (Feelings)). The Group Identity (Sheet1 (Group Identity)) filter keeps multiple members. The Feelings (Sheet1 (Feelings)) filter keeps multiple members.

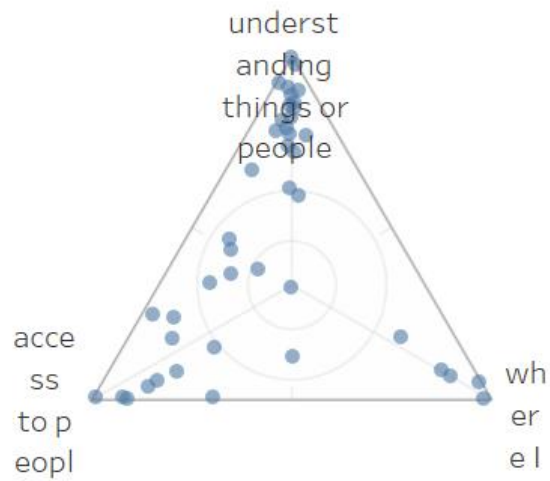
T1. In the experience shared, what had the biggest effects?



T1 Influencing factors - X vs. T1 Influencing factors - Y. Color shows details about Legend. Details are shown for SID. The data is filtered on Group Identity (Sheet1 (Group Identity)), Feelings (Sheet1 (Feelings)) and Word Count. The Group Identity (Sheet1 (Group Identity)) filter keeps multiple members. The Feelings (Sheet1 (Feelings)) filter keeps multiple members. The Word Count filter ranges from 3 to 840.

T2. The following influenced the experience I just shared...

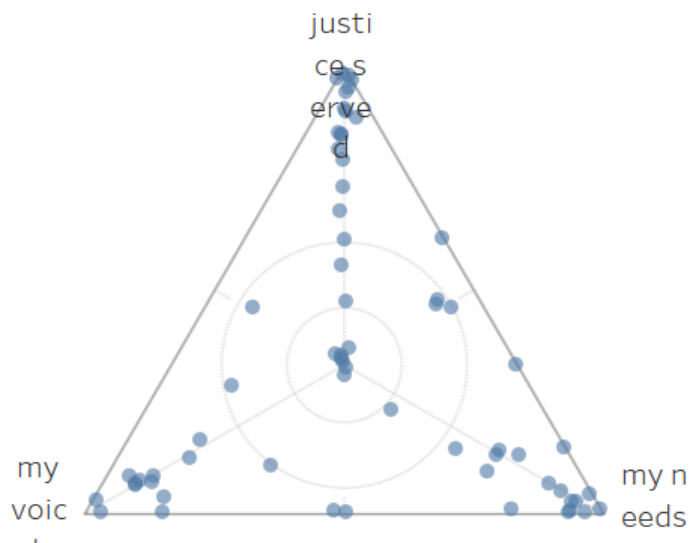
Legend  
■



T2 Fundamental influencers - X vs. T2 Fundamental influencers - Y. Color shows details about Legend. Details are shown for SID. The data is filtered on Group Identity (Sheet1 (Group Identity)) and Feelings (Sheet1 (Feelings)). The Group Identity (Sheet1 (Group Identity)) filter keeps multiple members. The Feelings (Sheet1 (Feelings)) filter keeps multiple members.

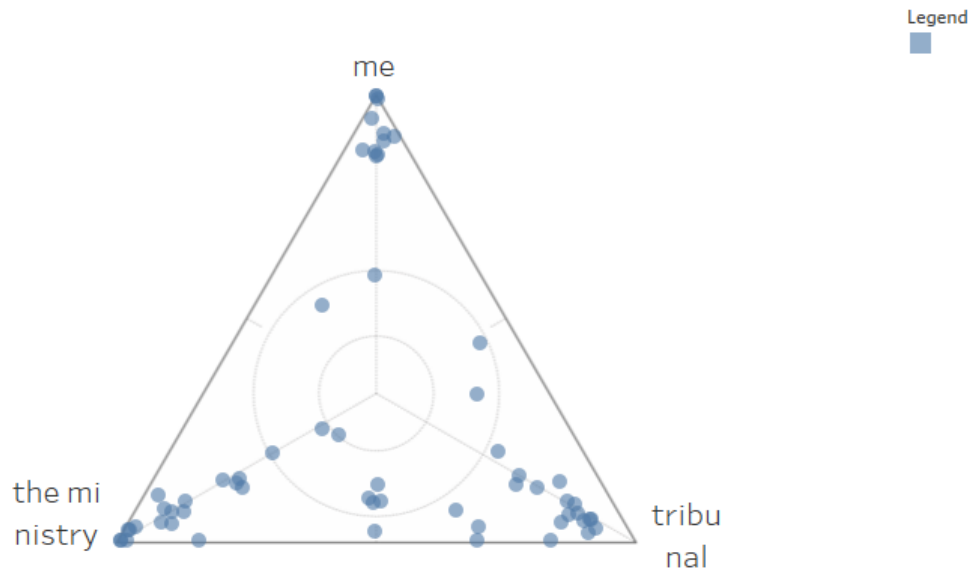
T3. The hopes and expectations in this moment was to have...

Legend  
■



T3 Hope - X vs. T3 Hope - Y. Color shows details about Legend. Details are shown for SID. The data is filtered on Group Identity (Sheet1 (Group Identity)), Feelings (Sheet1 (Feelings)) and Word Count. The Group Identity (Sheet1 (Group Identity)) filter keeps multiple members. The Feelings (Sheet1 (Feelings)) filter keeps multiple members. The Word Count filter ranges from 3 to 840.

T4. Who had the most influence on this experience?



T4 Most influence - X vs. T4 Most influence - Y. Color shows details about Legend. Details are shown for SID. The data is filtered on Group Identity (Sheet1 (Group Identity)) and Feelings (Sheet1 (Feelings)). The Group Identity (Sheet1 (Group Identity)) filter keeps multiple members. The Feelings (Sheet1 (Feelings)) filter keeps multiple members.