DCBS SWOR Survey Preview – External

Departments within the State of Oregon engage in **strategic planning** to focus on key priorities and goals that promote positive outcomes for Oregonians. DCBS planning includes perspectives from those who work within, or engage with, the **Oregon Department of Consumer and Business Services**. This survey is a **SWOR analysis** (Strengths, Weaknesses, Opportunities, and Risks) of **key priority areas** that will help focus DCBS strategic planning and goal setting for 2027-2030. This is an invitation to provide your thoughts about the SWORs for each priority area. The survey is voluntary and anonymous. Thank you so much for your input!

Please select the choice that *most closely fits* **your relationship with DCBS:**

- ~~Employee~~
- Legislative partner
- Government partner
- Business partner
- Community partner
- Community member

Please share anything about your relationship to DCBS you believe would help us understand the nature of your feedback. (text box)

Instructions: The following questions will provide brief descriptions of **DCBS key priority areas**. For each priority, please provide your feedback on the **Strengths, Weaknesses, Opportunities, and Risks** for each area, from your point of view and role in relationship to DCBS. Strengths: Things that DCBS **does well and could leverage.** Weaknesses: Things that DCBS **could improve upon or are gaps.** Opportunities: Things that DCBS **could utilize for improvement or boosting efforts.** Risks: Internal and external **influences that may impede the progress and work of DCBS.**

Priority area: **Advancing Diversity, Equity, Inclusion, and Belonging** (DEIB)
What do you see as the DCBS SWORs for providing services where diversity, equity, inclusion, and belonging are core to daily operations, decision-making, continuous improvement, and service to the community?

DEIB strengths: (text box)

DEIB weaknesses: (text box)

DEIB opportunities: (text box)

DEIB risks: (text box)

Priority area: **Consumer Advocacy and Protection**
What do you see as the DCBS SWORs for enhancing outreach, assistance, and engagement with all Oregonians, and for expanding education, engagement, and trust across Oregon?

Advocacy and Protection strengths: (text box)

Advocacy and Protection weaknesses: (text box)

Advocacy and Protection opportunities: (text box)

Advocacy and Protection risks: (text box)

Priority area: **Modernization of Programs and Services**
What do you see as the DCBS SWORs for using technology, data, and innovative practices to make the agency's services and operations more user-friendly, innovative, and responsive?

Modernization strengths: (text box)

Modernization weaknesses: (text box)

Modernization opportunities: (text box)

Modernization risks: (text box)

How well do you think DCBS does when it comes to providing good customer service?

- ○ Not well at all
- ○ Slightly well
- ○ Moderately well
- ○ Very well
- ○ Extremely well

What do you see as the greatest area for growth, development, or improvement for DCBS in the next three to five years? (text box)

Please share anything else you believe could be helpful to DCBS' strategic planning and goal setting. (text box)