



Window on Woking Advisory Board

December 2006

Summary of Initial Responses to Survey of Visitors
and
Editors' and Publishers' Survey



Editors and Publishers Survey - 23 responses received to date

1. About Your organisation's WoW website

How many web pages does your organisation have on Window on Woking?

Only 1 (our 'Home'/organisation details page)	7 (30.%)
2 pages (our 'Home'/organisation details page + 1 additional page)	4 (17.%)
3-5 pages	5 (21.%)
6-10 pages	4 (17.%)
More than 10 pages	3 (13.%)

Have you used any features to 'personalise' your organisation's Window on Woking web pages?

Response: Yes	10 (43.%)
Response: No	13 (56.%)

How do you rate the appearance and design of Window on Woking ?

Response: Very attractive	6 (27.%)
Response: Fairly attractive	14 (63.%)
Response: Fairly unattractive	1 (4.5%)
Response: Unattractive	0 (0%)
Response: No opinion	1 (4.5%)

2. Accounts and Registrations

Does your organisation have more than one person with an account that allows them to publish?

Response: Yes	5 (22.%)
Response: No	17 (77.%)

Do you allow people to register with your organisation's web pages to view restricted ('members only') information?

Response: Yes	4 (17.%)
Response: No	19 (82.%)

3. Features



Have you used Window on Woking's Diary of Events to promote your organisation's events?

Response: Yes 16 (69.%)

Response: No 7 (30.%)

How many times have you used the Diary of Events to publicise your organisation's activities?

Response: Only once 4 (25%)

Response: 2-5 times 8 (50%)

Response: More than 5 events 4 (25%)

How easy is it to add events to the Diary?

Response: Very difficult 0 (0%)

Response: Quite difficult 2 (13.%)

Response: Quite Easy 5 (33.%)

Response: Very easy 8 (53.%)

How easy is to search for Events in the Diary?

Response: Very easy 8 (34.%)

Response: Quite easy 9 (39.%)

Response: Quite difficult 1 (4.3%)

Response: Very Difficult 0 (0%)

Response: No opinion 5 (21.%)

4. New Features

What is the likelihood of your organisation using this service to recruit new volunteers?

Response: Very likely 3 (13.%)

Response: Quite likely 6 (27.%)

Response: Quite unlikely 3 (13.%)

Response: Very unlikely 7 (31.%)

Response: Don't know 3 (13.%)

What is the likelihood of your organisation using an equipment loan feature?

Response: Very likely 0 (0%)

Response: Quite likely 7 (31.%)



Response: Quite unlikely	5 (22.%)
Response: Very unlikely	6 (27.%)
Response: Don't know	4 (18.%)

How likely do you think you are to use a Users' Forum?

Response: Very likely	1 (4.5%)
Response: Quite likely	14 (63.%)
Response: Quite unlikely	3 (13.%)
Response: Very unlikely	2 (9.0%)
Response: Don't know	2 (9.0%)

5. Administration Shell

Have you used the Administration shell to make changes to your web pages, add new pages or events?

Response: Yes	18 (78.%)
Response: No	5 (21.%)

How easy is it to use the Administration Shell?

Response: Very easy	2 (11.%)
Response: Quite easy	13 (76.%)
Response: Quite difficult	2 (11.%)
Response: Very difficult	0 (0%)
Response: No opinion	0 (0%)

Any suggestions for improvements to the Administration Shell?

- It is sometimes a bit cumbersome to find the 'right area' to do something.
- I had problems inserting a table with the formatting I required
- The created CONTACT form did not work
- I really need an idiots guide of how to navigate through the system. I seem to ping pong back and forward and get kicked out - by not knowing which button to press to achieve what I want to do!
 - I would like to keep my own style of formatting when adding information created in MS Word
 - Add a pop up option to make page live once it has been created, or a pop up to remind you that you need to go to another page to make it live.
 - Make it accessible to Mozilla Firefox users

6. Help and Support

Have you used the animated ('Flash') tutorials in the Administration shell?

WINDOW ON WOKING

Response: Yes 8 (36.%)

Response: No 14 (63.%)

How helpful did you find the tutorials?

Response: Very helpful 2 (25%)

Response: Quite helpful 6 (75%)

Response: Not very helpful 0 (0%)

Response: Not helpful at all 0 (0%)

Have you ever contacted the Support Team for help?

Response: Yes 13 (61.%)

Response: No 8 (38.%)

How helpful did you find the Support Team?

Response: Very helpful 12 (92.%)

Response: Quite helpful 0 (0%)

Response: Not very helpful 0 (0%)

Response: Not helpful at all 1 (7.6%)

7. Communicating with You

How useful to you is the e-Bulletin?

Response: Very interesting 3 (13.%)

Response: Quite interesting 17 (77.%)

Response: Of little interest 2 (9.0%)

Response: Of no interest at all 0 (0%)

Response: No opinion 0 (0%)



Visitors Survey – 13 responses so far

1. How many times have you visited Window on Woking?

This is my first visit	2 (16.%)
2 - 3 times	1 (8.3%)
I visit approximately once a month	6 (50%)
I am a frequent visitor (once a week or more)	3 (25%)

2. On your visit today, were you looking for something specific?

No - I was just browsing	6 (54.%)
Yes	5 (45.%)

3. Did you find what you were looking for?

Yes	7 (63.%)
No - I could not find the information I needed	1 (9.0%)
No - but I found other information of interest	3 (27.%)

4. How easy is it to find your way around Window on Woking?

Very easy	3 (25%)
Quite easy	7 (58.%)
Quite difficult	1 (8.3%)
Very difficult	0 (0%)
No opinion	1 (8.3%)

5. Have you ever used any of the following features?

Keyword Search	7 (53%)
Directory	3 (23%)
Contact forms	1 (7.6%)
RSS feeds	2 (15%)
Readspeaker	2 (15%)
Grant form	1 (7.6%)

6. How do you rate the appearance and design of the website?

Very attractive	2 (16.%)
Fairly attractive	7 (58.%)
Fairly dull and uninteresting	2 (16.%)
Unattractive	1 (8.3%)



No opinion 0 (0%)

7. Are you an Editor or Publisher for one or more organisations on the community website?

I am neither	3 (27.%)
I am an Editor	6 (54.%)
I am a Publisher	2 (18.%)
I am an Editor and a Publisher for different organisations	0 (0%)

8. Do you use an account and password to log in and access information restricted to registered users of an organisation?

No	7 (58.%)
Yes	5 (41.%)

9. How did you find out about Window on Woking?

Search engine	0 (0%)
Publicity/promotional leaflets/posters	5 (41.%)
Word of mouth	4 (33.%)
Followed a link from another website	0 (0%)
Other	3 (25%)

10. How likely are you to visit Window on Woking again?

Very unlikely	1 (8.3%)
Fairly unlikely	0 (0%)
Probably	2 (16.%)
Definitely	8 (66.%)
Don't know	1 (8.3%)

Other Comments:

Your keyword search is too wide - typing in Woking leisure 50+ Club brings up several entries.

On the above 50+ club site, the "register with us" item on the top right of the home page is misleading. People think it is to register with the 50+ club and several potential members have gone down that route. I think you ought to make this instruction clearer - or leave it out entirely. Only myself (as Chair of the Club) and our web manager are likely to want to make changes to the site.

As yet I have not been attracted to browse the site. The whole thing is not what I would call user friendly. Point and click is always the best option.



Would be nice to inject some colour into the website its very purple – not my colour of choice.