

RESULTS OF THE WEB EXIT SURVEY 2006

Q1 How did you find out about this site?

No reply	2	2.0%
Council Publication	6	6.1%
Search Engine	33	33.7%
Another Website	7	7.1%
Past Experience	32	32.7%
Other	14	14.3%
Council Staff	4	4.1%

Q2 How easy did you find it to find this site?

No reply	0	
Very Easy	61	62.2%
Easy	36	36.7%
Difficult	1	1.0%
Very Difficult	0	

Q3 Where have you accessed this site from?

No reply	30	30.6%
Home	67	68.4%
Work	1	1.0%
Library	0	
Other Public Area	0	
Internet Cafe	0	
School / College	0	
University	0	
Other (please specify)	0	

Q4 How often have you visited this site in the last six months?

No reply	1	1.0%
This is the first time	18	18.4%
2 - 4 times	37	37.8%
5 - 10 times	21	21.4%
11 or more times	21	21.4%

Q5 How useful did you find the following:

5a My Charnwood

No reply	0	
Very Useful	17	17.3%
Useful	54	55.1%
Not Useful at All	5	5.1%
Don't Use	22	22.4%

5b Find my Nearest

No reply	0	
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Very Useful	21	21.4%
Useful	38	38.8%
Not Useful at All	3	3.1%
Don't Use	36	36.7%

5c **Bill Payments**

No reply	1	1.0%
Very Useful	7	7.1%
Useful	12	12.2%
Not Useful at All	6	6.1%
Don't Use	72	73.5%

5d **Report a Problem**

No reply	2	2.0%
Very Useful	16	16.3%
Useful	18	18.4%
Not Useful at All	6	6.1%
Don't Use	56	57.1%

5e **Planning Applications**

No reply	1	1.0%
Very Useful	14	14.3%
Useful	26	26.5%
Not Useful at All	1	1.0%
Don't Use	56	57.1%

5f **Committee Paper Search**

No reply	1	1.0%
Very Useful	4	4.1%
Useful	28	28.6%
Not Useful at All	4	4.1%
Don't Use	61	62.2%

5g **Town Hall Tickets**

No reply	3	3.1%
Very Useful	11	11.2%
Useful	24	24.5%
Not Useful at All	3	3.1%
Don't Use	57	58.2%

5h **Have your Say**

No reply	1	1.0%
Very Useful	8	8.2%
Useful	24	24.5%
Not Useful at All	4	4.1%
Don't Use	61	62.2%

5i Job Vacancies

No reply	2	2.0%
Very Useful	25	25.5%
Useful	26	26.5%
Not Useful at All	5	5.1%
Don't Use	40	40.8%

5j Benefits Calculator

No reply	1	1.0%
Very Useful	6	6.1%
Useful	7	7.1%
Not Useful at All	5	5.1%
Don't Use	79	80.6%

5k Events Guide

No reply	0	
Very Useful	23	23.5%
Useful	41	41.8%
Not Useful at All	1	1.0%
Don't Use	33	33.7%

Q6 Why have you visited the site on this occasion?

No reply	0	
Curiosity	13	13.3%
Pay Bills	5	5.1%
Find some Specific Information	39	39.8%
Job Advertisements	13	13.3%
Local Events	7	7.1%
Local Information	5	5.1%
Making an Enquiry	4	4.1%
Making a Complaint	1	1.0%
Other (please specify)	11	11.2%

Q7 How easy did you find it to find out what you wanted on this site?

No reply	0	
Very easy	36	36.7%
Easy	52	53.1%
Difficult	8	8.2%
Very Difficult	2	2.0%

Q8 What do you think of the Appearance?

No reply	0	
Excellent	17	17.3%
Good	66	67.3%
Average	13	13.3%
Poor	1	1.0%
Very Poor	1	1.0%

Q9 What do you think of the Layout?

No reply	0	
Excellent	14	14.3%
Good	63	64.3%
Average	19	19.4%
Poor	1	1.0%
Very Poor	1	1.0%

Q10 What do you think of the Content?

No reply	0	
Excellent	19	19.4%
Good	64	65.3%
Average	15	15.3%
Poor	0	
Very Poor	0	

Q11 Do you think any of the following need improving?

Appearance

No reply	33	33.7%
Yes	10	10.2%
No	55	56.1%

Layout

No reply	37	37.8%
Yes	0	
No	61	62.2%

Content

No reply	36	36.7%
Yes	1	1.0%
No	61	62.2%

On-line Forms

No reply	37	37.8%
Yes	0	
No	61	62.2%

Q12 What would you like to see made available that currently isn't

- Job vacancies
- Historical documents relating to older planning application decisions.
- Planning details with plans, not just an announcement
- Who is who in the Council
- Some of the information needs to be written in plain English
- More RSS feed e.g. for new committee papers and job vacancies
- More about the regeneration plans for Loughborough in an easy to use form - the Leicester regeneration masterplan website is a good example.
- Housing transfers
- Pool opening times
- I'd like to see some specific information from my area, like if my bin collection is going to be late, as it was this week, maybe neighbourhood watch info, things like that.
- Better local information, e.g. up to date bus timetable, blood donor sessions.
- As we are a multi-cultural site why are not some of the links to sites with the content in Asian languages?
- Keep residents up to date with events concerning the M1 J21-J30 widening scheme, maybe a chat forum to discuss this and any other issues. Maybe expand the site to give specific local news and events in areas such as Shepshed, Quorn, and Woodhouse etc...
- Better labelling of links, buttons and check boxes from the point of view of accessibility, i.e. the use of titles for buttons, etc, so that screenreaders can successfully identify checkboxes.
- Possibly a few more links regarding the local area.
- View PDF as HTML (search result was a document and I didn't want to download it to read it on the off chance it was what I was looking for. Find my nearest should list results before the map (which wasn't very easy to read or that useful).
- I was unable to select a ward and find out which Councillor covered a specific area. Instead I had to choose each individual Councillor to see the information about them until I found the correct one.
- Maps of Loughborough Area
- I would like to see more local information being populated on the site
- Easy to reach contact telephone numbers list. I.e. always display at least one telephone number on the right hand menu for direct contact enquiries (either telephone and/or e-mail address)

Q13 Any other comments

- distinct new design which I feel works much better than the old version. I feel the links could be made easier, especially scrolling to the bottom of the page over and over.
- Great work, keep it up!!!!
- tried to look for current vacancies but haven't succeeded.
- A good site for the planning professional
- I like the details of forthcoming events in the town
- Very much improved, more user friendly
- reported missing street sign nearly a year ago (may 2005) still not been replaced. Rang at xmas told sign was made and in office, still not put up. If you give public space to report problems they must be dealt with so that it is not a waste of time, and if they cant be dealt with, keep the reporter informed
- Excellent easy to navigate site. Very Impressed
- overall a very good site
- planning applications section excellent.
- top site
- since the last time I visited, which was some time ago things have improved a lot. I will not be so reluctant to re-visit now as the information is much easier to find.
- don't seem to be able to save a copy of a form when I have enquired about something or made a complaint about a specific matter. Have experienced my online form being lost by the contact centre. Would also like the facility to give feedback on how well a matter has been dealt with (and not on the same form as use to make a complaint). I'd like the opportunity to give positive feedback when I feel that someone has done a good job.
- very good
- site accessed ok but when item selected to view it failed to open. Therefore the only method of obtaining this required information in unavailable (re. location plan for new development for postal address notification).
- This is the first time I have come here. After search through all the LA sites, this is a good clear site.
- content for some departments is sometimes out of date and / or badly written (that's my past experience - maybe it's improved now).
- Often you have to go down several levels to get the information required. Sometimes it isn't clear where the demarcation between CBC services and LCC services (e.g. when reporting a pavement or street light fault) - it would be far simpler if a single report form could be used and CBC / LCC could then sort out whose responsibility it was.
- The website is very useful with all its information! But the structure, the design and appearance is too complex. It doesn't fit together and it is confusing and complex to find some of the searched content easily. As it takes some time to find things sometimes one gets frustrated. If that could be improved it would be an excellent and even more useful site. I

couldn't find the Events Guide and choose the search function for it, but that didn't work at all. Don't know what that field is about.

- Accessibility is better than before but still requires some improvements. For example, filling out this form meant that the checkboxes were not announced for each category, so unless you can remember the order by reading them first, you do not actually know what it is that you are clicking on. Some form of hotkey (accelerator key) would also be useful for popular parts of the site, for example, events guide, job vacancies, etc.
- Not sure that I find the menus on left hand side a good idea - I didn't notice some links straight away. Consider swapping layout around?
- Appearance appropriate for site as it's an informative not for visual purpose
- keep up the good work - it's a big step in the right direction.