

Usability of the Council Website

Councils now regularly use consultation and feedback to improve the usability of their websites. Often this work is supplemented by a panel of local citizens to provide feedback.

Q1. Do you know what the councils website address is?

Yes

No

Q2. How did you first become aware of the council website?

Browsing the internet

Searching for the web site

By post

In contact with council officers

By email

In the library

Other

Q3. Were you aware that our website address is on all our publications?

Yes

No

Q4. When was the last time you saw or heard our website being advertised?

Within the last 3 days

In the last week

About a month ago

Never seen or heard any publicity

Q5. Did you know our website address was in the local telephone directory?

Yes

No

Q6. How easy is the website to use?

Very Easy

Fairly Easy

Not Very Easy

Difficult

Very Difficult

Q7. Can you provide a reason for the last answer you made?

If you have visual difficulties please would you answer this question for us.

Q8. Was the website accessible to you?

Yes

No

If you answered no to the last question would you please answer Question

Q9. What do you think we need to do to improve the website for you to use?

Q10. Please rate the following five areas of the website

	Good	Fair	Poor	No opinion
The home page	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The site index	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The site map	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Link to contact us	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The look of the website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>