
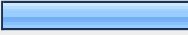

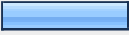







Staff website survey - for schools

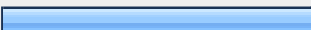
| 1. How often do you visit the Medway Council website? | | | Response Percent | Response Count |
|---|---|--|------------------|----------------|
| Regularly (at least every week) |  | | 40.0% | 4 |
| Not very often (less than once per month) |  | | 30.0% | 3 |
| Rarely |  | | 10.0% | 1 |
| Never |  | | 20.0% | 2 |
| answered question | | | | 10 |
| skipped question | | | | 0 |

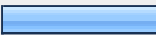
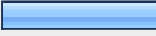
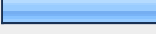
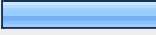
| 2. If you have never visited the website before, please tell us why: | | Response Count |
|--|--|----------------|
| | | 2 |
| answered question | | 2 |
| skipped question | | 8 |

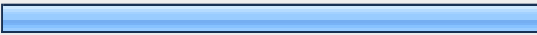
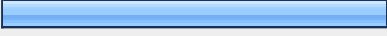


| 3. If you have visited the website before, what was the reason for your visit? | | | Response Percent | Response Count |
|--|---|--|------------------|----------------|
| For work |  | | 37.5% | 3 |
| As a customer |  | | 12.5% | 1 |
| Both for work and as a customer |  | | 50.0% | 4 |
| answered question | | | | 8 |
| skipped question | | | | 2 |

| 4. If you visit or have visited the website for work reasons, please tell us more: | | Response Count |
|--|--------------------------|----------------|
| | | 5 |
| | <i>answered question</i> | 5 |
| | <i>skipped question</i> | 5 |

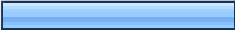

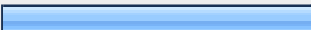
| 5. If you use or have used the website as a customer, please tell us the reason. (tick all that apply) | | | Response Percent | Response Count |
|--|---|--------|------------------|----------------|
| To find information |  | 100.0% | 7 | |
| To ask for something |  | 14.3% | 1 | |
| To apply for something | | 0.0% | 0 | |
| To make a booking |  | 14.3% | 1 | |
| To make a payment |  | 14.3% | 1 | |
| To report something |  | 28.6% | 2 | |
| None of the above. Please tell us more: | | 0.0% | 0 | |
| | <i>answered question</i> | | 7 | |
| | <i>skipped question</i> | | 3 | |

| 6. How easy is it for you to find what you are looking for on the website? | | | Response Percent | Response Count |
|--|---|--------------|------------------|----------------|
| Very easy |  | 12.5% | 1 | |
| Easy |  | 37.5% | 3 | |
| Difficult |  | 50.0% | 4 | |
| Very difficult | | 0.0% | 0 | |
| Don't know | | 0.0% | 0 | |
| | Tell us more: | | 0 | |
| | <i>answered question</i> | | 8 | |
| | <i>skipped question</i> | | 2 | |


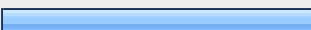
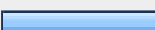

| 7. How easy is it for you to access services (e.g. make a payment or booking or report something)? | | | Response Percent | Response Count |
|--|---|--|--------------------------|----------------|
| Very easy |  | | 25.0% | 2 |
| Easy |  | | 25.0% | 2 |
| Difficult |  | | 25.0% | 2 |
| Very difficult | | | 0.0% | 0 |
| Don't know |  | | 25.0% | 2 |
| | | | Tell us more: | 1 |
| | | | answered question | 8 |
| | | | skipped question | 2 |

| 8. If you were unable to find what you were looking for on the website, which of the following would you use instead? (tick all that apply) | | | Response Percent | Response Count |
|---|--|--|--------------------------|----------------|
| Telephone |  | | 87.5% | 7 |
| Email |  | | 62.5% | 5 |
| Letter |  | | 12.5% | 1 |
| Text message |  | | 12.5% | 1 |
| Face to face | | | 0.0% | 0 |
| None of these | | | 0.0% | 0 |
| Don't know | | | 0.0% | 0 |
| | | | answered question | 8 |
| | | | skipped question | 2 |

9. How would you rate the information on the website?

| | Response Percent | Response Count |
|---|------------------|----------------|
| Excellent | 0.0% | 0 |
| Very good  | 37.5% | 3 |
| Good  | 12.5% | 1 |
| Fair  | 50.0% | 4 |
| Poor | 0.0% | 0 |
| Very poor | 0.0% | 0 |
| Don't know | 0.0% | 0 |
| Tell us more: | | 1 |
| answered question | | 8 |
| skipped question | | 2 |

10. How would you rate the design of the website?

| | Response Percent | Response Count |
|---|------------------|----------------|
| Excellent  | 12.5% | 1 |
| Very good | 0.0% | 0 |
| Good  | 50.0% | 4 |
| Fair  | 25.0% | 2 |
| Poor  | 12.5% | 1 |
| Very poor | 0.0% | 0 |
| Don't know | 0.0% | 0 |
| Tell us more: | | 1 |
| answered question | | 8 |
| skipped question | | 2 |

| 11. If you could choose only three areas of the website for improvement, what would they be and why? | |
|--|----------------|
| | Response Count |
| | 5 |
| <i>answered question</i> | 5 |
| <i>skipped question</i> | 5 |

| 12. Please share any other comments you would like to make. | |
|---|----------------|
| | Response Count |
| | 0 |
| <i>answered question</i> | 0 |
| <i>skipped question</i> | 10 |