







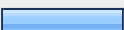



Staff website survey


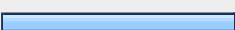
1. How often do you visit the Medway Council website?			Response Percent	Response Count
Regularly (at least every week)			79.4%	212
Not very often (less than once per month)			17.2%	46
Rarely			3.4%	9
Never			0.0%	0
answered question				267
skipped question				2



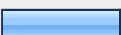


2. If you have never visited the website before, please tell us why:		Response Count
		7
answered question		7
skipped question		262

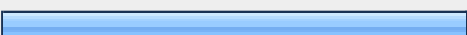
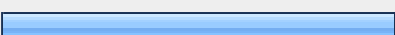





3. If you have visited the website before, what was the reason for your visit?			Response Percent	Response Count
For work			24.6%	65
As a customer			6.4%	17
Both for work and as a customer			68.9%	182
answered question				264
skipped question				5

4. If you visit or have visited the website for work reasons, please tell us more:		Response Count
		181
	answered question	181
	skipped question	88



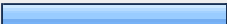
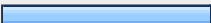


5. If you use or have used the website as a customer, please tell us the reason. (tick all that apply)			Response Percent	Response Count
To find information			95.1%	214
To ask for something			14.7%	33
To apply for something			17.3%	39
To make a booking			19.1%	43
To make a payment			16.0%	36
To report something			10.2%	23
None of the above. Please tell us more:			1.8%	4
	answered question	225		
	skipped question	44		

6. How easy is it for you to find what you are looking for on the website?			Response Percent	Response Count
Very easy			3.8%	10
Easy			44.2%	115
Difficult			37.7%	98
Very difficult			12.7%	33
Don't know			1.5%	4
	Tell us more:			132
	answered question	260		
	skipped question	9		



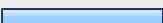



7. How easy is it for you to access services (e.g. make a payment or booking or report something)?		
	Response Percent	Response Count
Very easy 	3.2%	8
Easy 	34.4%	85
Difficult 	18.6%	46
Very difficult 	2.4%	6
Don't know 	41.3%	102
	Tell us more:	74
	answered question	247
	skipped question	22

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 	75.7%	199
Email 	63.9%	168
Letter 	7.6%	20
Text message 	1.1%	3
Face to face 	18.3%	48
None of these 	4.9%	13
Don't know 	1.5%	4
	answered question	263
	skipped question	6

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

	Response Percent	Response Count
Excellent 	1.1%	3
Very good 	18.8%	50
Good 	36.5%	97
Fair 	33.5%	89
Poor 	7.9%	21
Very poor 	2.3%	6
Don't know	0.0%	0
Tell us more:		69
answered question		266
skipped question		3

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

	Response Percent	Response Count
Excellent 	1.1%	3
Very good 	9.8%	26
Good 	25.8%	68
Fair 	39.4%	104
Poor 	17.8%	47
Very poor 	5.7%	15
Don't know 	0.4%	1
Tell us more:		90
answered question		264
skipped question		5

11. If you could choose only three areas of the website for improvement, what would they be and why?	
	Response Count
	174
<i>answered question</i>	174
<i>skipped question</i>	95

12. Please share any other comments you would like to make.	
	Response Count
	56
<i>answered question</i>	56
<i>skipped question</i>	213