

Comments posted onto <http://medwaycouncilonline.wordpress.com>

Date	Comment	Action/response
22/05/2010	I think the website should stick to council matters only, but that doesn't mean that you can't signpost the way to health information online	94 people who have searched for 'dentist, gp, hospital' seem to disagree with this - we need to take into account those do don't 'succeed' online as well as those who
29/04/2010	I think the layout is clear and the language is good – I can understand how you are talking to me – I like the 'I am' section. There is a lot to look at but the heirarchy leads you through it quite well. Only thing I would say is to be careful of repetition between the I am section and the central features panel, though I like that you put new information and community updates in front of me on the homepage. Massive improvement!	Thanks for your comment Jess – we'll look closely at the repetition. We want people to be able to access information in multiple ways but not so much that it is confusing which path to take. In the central features panel we may focus on seasonal links only to make sure the content is always relevant.
29/04/2010	I can not see where you can browse jobs Hopefully you will be using some colour as well.	we will be using colour on the website. This design is to illustrate layout, structure and navigation but if you go to this link http://www.wickedweb.net/sites/medway/ – you'll be able to see the first design. Let us know what you think!
	I can not see where you can browse jobs	We have included jobs under most of the navigation tabs ('find a job' is one of the quick links, I am...looking for a job, I want to...find a job etc) – as it is such an important function of the site for so many users. If you are referring to actually browsing through jobs available, that is not available through these designs as they are just images rather than a fully functioning website. Please visit http://www.medway.gov.uk to browse through jobs available. Hope that helps.
28/04/2010	I far prefer this to the existing medway website, which is starting to show its age. I like the clean uncluttered look, but I think it was unwise to use the term "wire frame" as I had no idea what it meant in this context. As a Physicist I have to be very careful not to use buzzwords to people not involved with the subject as it can make me seem elitist and arrogant, which instantly puts people off. I hope that doesn't happen here or the very people you need to get feedback from may well feel alienated and not give you teh feedback you need. Good luck.	Thanks for your feedback Stephen – it's a very good point. We were keen to emphasise to people that this is just a very basic structure to show the layout and navigation of the website rather than the finished design and we've tried to explain what 'wire'frame' means in several places. However, perhaps it would be better not to use the term at all if it seems too industry-specific. What does everyone else think?
24/05/2010	I did the site frame testing, it looks everything very well organised. I find job search is more easy than the existing site with the options (push buttons).I don't find the medway council is Beacon council logo and other achievement credentials like investor in peoples,awards... key information in various languages ? Thanks suresh	The most prevalent languages in Medway will be highlighted in a 'welcom' on the home page with a link to translation services - automated translation services are not reliable enough and couls cause distortion of message. The logo used is the standard Medway Council logo
28/04/2010	I would like to suggest to involve the facilities of parking permits and visitors coupens in the segment Do it ONline. It will be more convinient and time saving too.	Parking permits pages are not visited enough to warrant a place in the main nav but will feature in the top drop down and will be accessible in the traditional navigation section and search
28/04/2010	I clicked on test wire frames and then find a job...but it has brought up a page where most of the information is written in a different language than English, I can speak 2 other languages but not the one it displayed. I don't feel it is very useful for me that way.	Thanks Janette. I should have explained, this is placeholder text and doesn't mean anything. The thing we're trying to test at the moment is the navigation and structure so the content is only there for tabs and headers. We'll let you know when we start to fill in the conten
2010/04/20 at 2:4	It would be easier if the drop down menu for the I am box took you straight to the options available (like it does for the Find my nearest.... and others) rather than clicking there and then having to click again to see what the options are. Also why does A Young Person have capital letters at start of each word when parent and resident don't? I don't think it's necessary.	We've now changed the I am section so that it drops down into categories like the other tabs. All text will follow the style guide and has just been put in as an illustration thus far.

2010/04/15 at 2:3	It would be great if the website could be made easier to update. I am responsible for updating pages; amendments are needed infrequently so every time I have to "relearn" how to make the changes. I find the current system anti-intuitive	The new content management system is much more user-friendly than Obtree. It is based on Microsoft word so you will be familiar with the toolbars and functions already. We'll be launching a support blog to answer any questions publishers have when the new system comes into effect, and the publishing model is also changing so that it is easier to upload content to the website. Hope that reassures you and thanks for your comments.
2010/04/15 at 11:	Population statistics at Ward level would be useful.	Thanks Tim, it's a very valid point. Can you suggest a list of statistics that we should get hold of to put on the website?
2010/04/14 at 4:3	Really looking forward to the new website. Just to clarify that the FIS supports not only parents, but also practitioners in Medway. Hope this will be taken into consideration when developing the site. I presume keywords will be used to improve the 'searchability' of the site.	FIS will be signposted from I am a parent link and other relevant places. Keyword density within the content and metadata keywords will both facilitate search – is that what you are referring to?
2010/04/12 at 5:2	<p>1. First impressions are that there are a good range of search/menu options around the page. Also need to ensure that including these different options is not to the detriment of having sufficient white space; doesn't make the page seem too cluttered and doesn't mean that it becomes so long that you have to scroll down for ages to get to the bottom of it.</p> <p>2. A lot of small text (eg in the options in the "I am", "I want", "Do it online" etc sections). Many people have some kind of visual impairment so the pages should have a good size for all text levels included in the standard page templates so that it accessible to the majority of people right from the off.</p> <p>3. The options given under the "I am...a resident" section seem a bit random. Are they based on evidence of being the most popular pages? Eg there's a link for adult social care but not children's care; and one for getting married but not births or deaths.</p> <p>4. Under the "I am" heading, the case varies. Parent and Resident are shown in sentence case, whereas young person is shown in title case. Also, if there's an option for young people, why not one for older people?</p> <p>5. Under the "I want to" heading, include an option to make a comment, compliment, complaint or suggestion. Although the co</p> <p>6. Under the "I want to" heading, move the "get in touch" option to the top of the list, so those people who are not so comfortab</p> <p>7. Under the "What we do" heading, I'm not sure that the content of "democracy" will be readily obvious to many people.</p> <p>8. On the home page, I would suggest moving the "Contact Medway Council" and "Site information" options to the left-hand side</p> <p>9. Twitter and Flickr are well profiled at the bottom of the home page (for those who like/will use social media) but the link to Fa</p> <p>10. Lastly, this medway council online site is not as user-friendly as it should be. Wire frames and car sorting, for example, me</p>	<p>Thanks for your comments on the website redevelopment blog.</p> <p>With reference to consultation, I will contact all other groups you identified this week with a view to visiting them all. I had already contacted the LGBT forum and hope to consult with them on 4 May (awaiting response).</p> <p>Re accessibility compliance, the European Parliament has set the minimum level of accessibility for all public sector websites at Level Double-A. We are of course aiming to make the website as accessible as possible (both in ICT, functionality, usability and design).</p> <p>I spoke to Gary Pritchard about i-share last week. I have sent him a draft training plan and once he confirms dates I will let people know to sign up via i-share. I've added a note to the publishers page of the blog.</p> <p>Thanks for the links - they are very useful.</p> <p>Thanks also for all of your comments on design - I am collating a full list of feedback which we'll take back to the designers for the second iteration. Several other people have commented on text size so that is definitely something we'll change.</p>
2010/04/12 at 8:0	Please ensure that the following are consulted on the new site and are given the opportunity to road-test it (in addition to the C would it be possible to make the housing benefit calculator easier to find — at the moment you have to go through several pages to get to it and it is not clear that they even is a calculator available — even if you look in the web site search.	<p>The options under 'I am' are placeholder text and will be based on analytics and research of most popul</p> <p>The calculator will be much easier to find through the improved search feature – and we can put it on the housing main landing page if this would be of benefit. Have a word with the publisher who publishes your content on the website about doing this – it's something you can change now through Obtree.</p>

2010/04/09 at 7:34	<p>The tabs, 'I am' and 'I want to' etc did tend to draw me to them. I can see this being a main navigation method for many people.</p> <p>A 'find something' option under the 'I want to' tab might be a good idea – just another search box really, but at least it will be where people are looking when they go to that tab. Overall layout and design works well for me. Modern, easy to navigate generally.</p> <p>Re the tasks: Found the job and housing sections no problem – “obvious” path. Planning, Medway Park and Buses took a little longer. Had to look across and beyond the Council in using a consistent 'set of figures' so that decisions are based on correct 'assumptions'. Guessing is dangerous!</p> <p>Will the site have an RSS feed/feeds? Wireframe didn't fit on my 1024x768 resolution screen without scrolling. Will the final design be fixed width or fluid?</p>	<p>Thanks for your feedback Gary.</p> <p>The heatmaps are showing that many people are tempted by the 'I am' and 'I want to' sections above the standard navigation – this further highlights that we'll have to provide a lot of information on the landing pages for these options as they will be well used for a multitude of tasks. Do you think it would be useful to add a 'find something' option under the 'I want to' tab? We considered this originally but then thought people would use the search box rather than this.</p> <p>Yes, the site will have feeds. It will be fixed width – I'll feed your comments re screen resolution back to the designers & developers. Thanks</p>
2010/04/08 at 3:33	<p>We need a prominent, central location on the medway.gov.uk website for research/information and statistics in order for people to be able to find reliable evidence relating to Medway and the areas within it. There must be more data sharing in order to assist people across and beyond the Council in using a consistent 'set of figures' so that decisions are based on correct 'assumptions'. Guessing is dangerous!</p>	<p>Happy for you to set one up - just sign up for training on I-share and you can position your links as appropriate</p>
2010/04/08 at 3:00	<p>At current there should be a link to the Family Information Service directory on the front page of the council's website – hopefully something like this will be available on the new site as it holds all the information that you have mentioned above, Marilyn.</p>	<p>High priority and will be available through I am a...and search</p>
2010/04/08 at 2:50	<p>did not understand how to approach this task, most of what i am reading is alien. i could not see how to find phone numbers as like most middle aged people i will always speak to a person first and last. what is twitter for gods sake? no idea what to do with that.</p> <p>would never want to do things on line and i am far from alone in that!</p> <p>realise could not go far with this mock up but hope clearer details of places and events etc would quickly be available</p>	<p>Digitally-baffled/excluded - highlights need for alternative contact details on each page - prominent (but not too prominent!) phone number</p>
2010/04/08 at 2:44	<p>Hi please could I be signed up for publisher training?</p> <p>Thanks</p> <p>Sarah</p>	<p>Directed to I-share</p>
2010/04/06 at 12:42	<p>Please give consideration to making it easier for parents and carers to find the information they need – atm, it's split over the medway.gov site as they may be looking for:</p> <ul style="list-style-type: none"> things to do, eg parks, recreation, theatre etc transport issues safeguarding family support naming ceremonies schools info ...and so on <p>It's almost impossible to find out what's available for families unless you know exactly what you're looking for and what's available, so they may miss out on very key services and opportunities.</p>	<p>I am a...parent/carer</p>
2010/03/31 at 7:11	<p>I have just had an enquiry from some people who are attending a meeting on Friday as they wanted to know where to park. There is nowhere on the website that shows where the car parks are, whether they are short term / long term etc. Gravesams website shows everything you need to know about parking including costs and spaces available.</p>	<p>Car parks will be a prominent feature of the 'find my nearest ' tab</p>
2010/03/25 at 4:44	<p>It needs to be written in crayon.</p>	<p>Not much feedback can be deduced from this</p>