

Consultation - website re-development project

Date	Task 1	Task 2	Task 3	Task 4	Task 5	Thoughts on design?	User of council website currently?	Action as a result of feedback
08/04/2010	Top - find a job	find my nearest	search - midway park	Main - housing	main - transport	Likes design but not pictures - much better images of midway available	yes but only for work	Images to be changed
08/04/2010	search - job	main - planning	main - leisure	Main - housing	I am a...resident	likes layout but not nav of iam a or I want to - too much	no, doesn't live in midway, no need to	
08/04/2010	main - jobs	I want to	A - Z - Medway Park	Main - housing	main - transport	likes drop down and strong colour scheme	only looking up information for people on the phone looking for info, people who've sometimes already been on website	n/a
08/04/2010	Top - find a job	search - planning	main - leisure	Main - housing	main - transport	Better but could be more interactive	yes for events and whats on	Interactivity will only really manifest itself properly on html site - hard to imagine on a wireframe Plain english is a priority, libraries will be prominent in 2 parts of the nav and analytics show that libraries don't get enough traffic to be a top link
08/04/2010	Top - find a job	main - planning	main - leisure	Main - housing	main - transport	Likes it - needs libraries to be more prominent and also we need to show options in the languages that people use, not council speak	greenspaces and bonfire night	
08/04/2010	main - jobs	main - planning	I want to - then A-Z	Main - housing	A-Z - P for public transport	likes it but worried about publishing training - doesn't have time to publish anyway and now has to learn new system	not really, nothing on there of interest, uses kent online and bbc websites	Publishing system has been re-designed to make this easier, CMS is easier to use
08/04/2010	main - jobs	main - planning	main - leisure	Main - housing	Tried I want to, couldn't find it, then went straight to A-Z (B)	Much better, clean, fresh, modern, not as much text which is great	Is a publisher so uses housing pages - had some comments on nav options within housing landing page, wants to sign up for publisher training	Advised to restructure pages before migration - redo housing nav from home pg and decide on page structure
22/04/2010	Top - find a job	Main - planning	Find my nearest	Main - housing	Main - transport - public	Likes it. Is it going to be fixed width? Would prefer it not to be - likes to see the full width of the screen		Will be fixed width - in line w/ best practice
12/04/2010	Top - find a job	Main - planning	A-Z - M	main - housing	main - transport - public	Better than what we've got at the moment - likes images - easier to find your way around	doesn't use council site - jobs for people who come into the centre	
12/04/2010	Main - jobs and careers	Main - planning	main - leisure	main - housing - social housing	main - transport - public	Simple - navigation needs to be simpler than on the current site, make font larger at top - expand	uses for central theatre and libraries	Have made text larger and sans serif
12/04/2010	Top - find a job	Main - planning	Find my nearest	Main - housing	Main - transport - public	More user-friendly than current site - more on home page (not too much). Side navigation - some people may find it confusing but she thinks it is much better.	Yes - looking for job, buses (though now uses arriva site as it's much better)	Home page content will be kept to a minimum
12/04/2010	Main - jobs and careers	Main - transport and streets	A-Z - M	Main - housing	Main - transport and streets	Like it better than one - likes colour scheme.	yes - leave cards etc - Uses website a lot - Leave cards - search function	n/a
12/04/2010	Main - jobs and careers	Typed planning post code into search box	main - leisure	main - housing	bus typed into search	It's good, bright colours, doesn't really look like the council website	has done looking for a job but there are never any on there that he wants to do - uses paper or job centre instead	n/a
13/04/2010	I want to	Main - planning	main - leisure	Main - housing	Find my nearest	Good layout, tho text needs to be bigger. Design is ok, likes moving images but wants to see video, moving ads etc	yes but doesn't like it	Have made text larger and sans serif. Video will be added to sub pages but no plans for it on home page as yet - we don't have enough video content to keep it updated, topical and fresh
13/04/2010	Top - find a job	Main - planning	main - leisure	Main - housing	main - transport	likes it but doesn't use internet v often	not really	
13/04/2010	Top - find a job	search - planning	main - leisure	Main - housing	main - transport	thinks it should be simpler like facebook	no, is directed straight to libcat by her library card so didn't know all the libraries info was on the site	There is too much info to be a 'facebook' style home page - users' needs are diverse and links to all the most relevant info need to be on the home page
13/04/2010	Main - jobs and careers	I want to	A - Z - Medway Park	Main - housing	main - transport	very bright and welcoming	yes, to book theatre tickets	n/a

13/04/2010	n/a - just passing, gave comments	"	"	"	"	Much better - easy top links	Current website - really hard to find library catalogue (on library card, direct link to libcat - never works - will from now on use council website then libraries. Also had real trouble finding planning (someone building house across the road from her - couldn't find planning on bumpf they gave her - had to click loads and loads of times to find it. Also, should be complaints form on website for 'crap' like baby bounce and rhyme.	<p>Will work on making libcat link easier to find. Planning system has already been upgraded & we're making 'planning' one of most prominent links from home page. Feedback form included in 'I want to...'</p> <p>n/a</p> <p>n/a</p> <p>n/a</p> <p>Housing will be prominent link from home page</p> <p>I am a...parent part of nav</p> <p>Access to FISD site will be signposted clearly from multiple pages</p>
13/04/2010	n/a - just passing, gave co	"	"	"	"	it's ok	doesn't use website, wouldn't use it	
13/04/2010	main -	main	main	main	main	bit clearer - really good, likes moving ima	yes - knows her way around by now	
27/04/2010	I want to	Main - planning	A-Z	Main - housing	Find my nearest	good	sometimes, finds it quite easy to use but likes the design of the new one better	
27/04/2010	I am	I am	Find my nearest	Apply (top link)	I am	bright and cheerful	yes - only for housing though	
27/04/2010	main	main	Find my nearest	Main	A-Z	will be better for parents as the current site is impossible to use	it's ok as long as it's easier to use	
27/04/2010	Find a job	Search	Search			nice	not any more, has tried and tried to find the FISD (got a leaflet from centre) but doesn't really bother - doesn't have access at home	