

**Questionnaire/Survey of City of New Orleans Revised Website
February 18, 19 2008**

Are you a City of New Orleans employee: Yes No

How often do you use the internet?

Daily
Weekly
At least once or twice a month
Every few months
Once a year
Never

What do you most often use the internet for?

(Circle all that apply)

News
Entertainment
Business
Personal (banking, bill payments)
Email
Other _____

What sites do you most often use?

1.
2.
3.

Have you used Myspace, Facebook, Youtube or any similar websites?

Yes No

Have you ever viewed another city's website? If, yes, name the city _____

Did you find the website useful?

Yes
No

If yes, what feature/page was most useful for you?

Have you ever visited the City of New Orleans website?

Yes
No

If yes, when was the last time you visited?

This week
Last week
Last month
Over 6 months ago

What information were you looking for on the website? _____

Home Page**1. Did you find the information on the Homepage....**

- a. Relevant
- b. Somewhat relevant
- c. Irrelevant

2. In your opinion, what was the most prominent feature on this page?

3. Overall, how would you rate the organization of the information on this page?

- a. Organized
- b. Somewhat organized
- c. Disorganized

2. In your opinion, are major news and events clear and easy to understand from accessing the homepage?

- a. Yes
- b. No

Mayor of New Orleans Page**1. Did you find the information on the Mayor's page ...?**

- a. Relevant
- b. Somewhat relevant
- c. Irrelevant

In your opinion, what was the most prominent feature on this page?

2. Overall, how would you rate the organization of the information on this page?

- a. Organized
- b. Somewhat organized
- c. Disorganized

3. In your opinion, are the Mayor's key initiatives and city programs

- a. Very visible
- b. Somewhat visible
- c. Not visible at all

Community on One Page

1. Did you find the information on the Community on One page?

- a. Relevant
- b. Somewhat relevant
- c. Irrelevant

In your opinion, what was the most prominent feature on this page?

2. Overall, how would you rate the organization of the information on this page?

- a. Organized
- b. Somewhat organized
- c. Disorganized

3. Is purpose for the *Community on One Page* clear to you as a citizen?

- a. Yes
- b. No

Website Functionality

1. How would you rate your ability to navigate the city's website?
 - a. Very Easy
 - b. Easy
 - c. Not easy at all

2. How would you rate your ability to read and understand what the website's icons?
 - a. Very easy to understand
 - b. Easy to understand
 - c. Difficult to understand

3. Overall, how would you rate the organization of the information on the website?
 - a. Organized
 - b. Somewhat organized
 - c. Disorganized

4. How would you rate the usefulness of the website?
 - a. Very useful
 - b. Somewhat useful
 - c. Not useful at all

Background

Age: 18-24 25-32 33- 40 41- 50 51- 60 61- above

Race: Caucasian American African American Hispanic American Asian American Other _____

Gender: Male Female Other

Employment status: Currently employed Unemployed

Relational status: Single Married

Annual income: \$20,000 & below / \$20,001 – \$30,000 / \$30,001 – \$40,000 / \$40,001 – \$50,000 / \$50,000 & above

Educational background: No diploma/GED Diploma/GED College degree Post college degree