

**Questionnaire/Survey of City of New Orleans Revised Website
January 30-31 2008**

Opening Questions

Product Usage

How often do you use the internet?

Daily
Weekly
Monthly
Every few months
Never

When you use the internet do you use it for?

Entertainment
Business (such as banking, bill payments)
Neither _____

If you use the internet for business, what sites do you most often use? _____

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

Did you find them useful?

Yes
No

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

Have you ever visited the City of New Orleans website?

Yes
NO

If yes, when was the last time you visited?

What did you do/ what were you looking for?

How was the experience?

If answered "NO"...why not?

Website Functionality

1. How would you rate the level of difficulty to scroll through the city's website?
 - a. Very difficult
 - b. Difficult
 - c. average
 - d. easy
 - e. Very easy

2. How would you rate the level of difficulty to activate the website's icons?
 - a. Very difficult
 - b. Difficult
 - c. average
 - d. easy
 - e. Very easy

3. Overall, how would you rate the organization of the information on the website?
 - a. Very Organized
 - b. Organized
 - c. average
 - d. Unorganized
 - e. Very unorganized

Home Page

Did you find the information on the Home page relevant?

- a Yes
- b No
- c Unsure

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

(list sections, at least 3)

- 4. Overall, how would you rate the organization of the information on this page?
 - a. Very Organized
 - b. Organized
 - c. Average
 - d. Unorganized
 - e. Very unorganized

- 5. Is the information on the homepage relevant to you as a resident of New Orleans?
 - a. Very relevant
 - b. Relevant
 - c. Average
 - d. Irrelevant
 - e. Very Irrelevant

6. The major events and happenings of New Orleans are clear and easy to understand from accessing the homepage.
- Very clear and understandable
 - Clear and understandable
 - Average
 - Unclear and vague
 - Very unclear and vague

311 Page (also need to quiry other pages... Community One, Recovery, Mayor...are there other features that need to be reviewed?)

Did you find the information on the ____ page relevant?

- Yes
- No
- Unsure

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

(list sections, at least 3)

7. Overall, how would you rate the organization of the information on this page?
- Very Organized
 - Organized
 - average
 - Unorganized
 - Very unorganized

Add at least 2 more questions that pertain to each page

Closing Questions

In your opinion, does the city’s website accurately represent the people of New Orleans?

- a. Yes
- b. No
- c. Unsure

How would you describe the city’s website in terms of how it makes you feel? (unclear)

8. What things did you dislike about the city of New Orleans website?

9. What comes to mind when you see the website address; www.cityofno.com?

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