

communityNet Evaluation 2006

Results Analysis

Number of responses: 52

Question 1: communityNet is a comprehensive information resource for me.

Respondents overwhelmingly agreed or strongly agreed with this statement. Only 2 disagreed, one person from an organisation in Queensland and one person located in Bega Valley. Interestingly, other respondents not located in Western Sydney still find the website of value to them.

We need to clearly spell out that communityNet has a strong focus on Greater Western Sydney. Even though this is explained in the "About Us" page, it might not be enough; our logo is also deceptive as it includes "NSW" in it.

Follow up:

- Clearly indicate who communityNet's audience is on front page.
- Change logo.

Question 2: The Section/s that is/are most useful to me is/are (please select as many as apply)

The three top sections selected were Community Sector News, Training & Workshops and Conferences & Seminars. Resources and Events followed closely behind.

This result confirms the growing popularity of the News section, which was slow to become popular; this has changed in the last few months as I continue to examine the stats (hits) to learn which type of community news is useful to the sector. Those that include links to new resources/research, and media articles about "big picture" issues are always very popular.

Interestingly, our most popular section, Employment, scored just 42%. I believe the reason for this discrepancy is that respondents to this survey were predominantly service providers, rather than the general public, where most of the hits to Employment come from.

Follow up:

- Continue to look for more sources of useful community news.

Question 3: I would like to see more of the following on communityNet (please select as many as apply, and include comments if you wish)

Respondents want more...of everything! Resources, Community Sector News and Training & Workshops topped responses, indicating the sector's need for resources, information and training.

Follow up:

- Look for ways to include more resources for download and links to resources.
- Populate the Links section (which is woefully inadequate at present).

Question 4: The free weekly e-news

It is good to see a clear majority of respondents find the e-news useful and read it every week, a major achievement in my view, considering the amount of information workers' inboxes receive each week.

Only 3% of respondents did not subscribe to the e-news. The fact that the great majority of respondents are e-news subscribers indicates a greater involvement with the website leading to a desire to provide feedback.

There are indications that the format of the e-news is not to everyone's liking, with some respondents finding the e-news difficult to navigate and not user-friendly and accessible.

Follow up:

- Produce the e-news in an additional format – probably html.

Question 5: What are your other main sources of information/resources (select as many as apply)

Mailing lists and Government/peak bodies websites were the top choices. Interestingly, Interagencies/Other Forums were a third choice. Perhaps this indicates the growing importance of ICTs (Information Communication Technologies) as a information tool for the sector.

HSNet scored 12%, well below communityBuilders with 44%.

Question 6: Do you have any other comments/feedback/suggestions?

Please refer to the list of glowing praise!

communityNet Evaluation 2006 Results

1. communityNet is a comprehensive information resource for me

| Strongly Agree | Agree | Disagree | Strongly Disagree |
|----------------|----------|----------|-------------------|
| 19 (36%) | 31 (60%) | 1* (2%) | 1** (2%) |

* Organisation located in Queensland

** Person located in Bega Valley

2. The Section/s that is/are most useful to me is/are (please select as many as apply)

| | | |
|---------------------------------------|----|-----|
| Community sector news | 44 | 85% |
| IT News | 14 | 27% |
| Events | 35 | 67% |
| Conferences & Seminars | 36 | 69% |
| Training & Workshops | 37 | 71% |
| Meetings & Forums | 28 | 54% |
| Funding | 23 | 44% |
| Employment | 22 | 42% |
| Resources | 35 | 67% |
| Interagency/Forums Meetings & Agendas | 16 | 31% |

3. I would like to see more of the following on communityNet (please select as many as apply, and include comments if you wish)

| | | |
|--|----|-----|
| Community sector news | 26 | 50% |
| IT News | 8 | 15% |
| Events | 20 | 38% |
| Conferences & Seminars | 22 | 42% |
| Training & Workshops | 24 | 46% |
| Meetings & Forums | 17 | 33% |
| Funding | 17 | 33% |
| Employment | 13 | 25% |
| Resources | 26 | 50% |
| Interagency/Forums Meetings & Agendas | 9 | 17% |
| Other Comments: "The Community Services Directory has been invaluable in locating youth services for our current research project...Obviously an even broader base would increase its value. I was saddened to hear recently that the DB area had in fact contracted. However, as I said, remains a great resource!" "[Would like to see] service profiles area networks (service list and numbers in areas). Contact person for service access information ie how to write a court report, how to fill out a grant application etc" | | |

| | | |
|--|--|--|
| <p>"I would like it if the section on meetings and events covered a wider geographical area too eg greater Sydney or all of NSW (to be really ambitious)"</p> <p>"I find the format of the events difficult – I can't work out how they are listed is it by date submitted? I would like to see them listed in order of date of event – or is it just me"</p> <p>"More information in relation to areas outside the metropolitan area ie training in regional centres and other information which pertains to the outer Sydney area"</p> | | |
|--|--|--|

4. The free weekly e-news (select as many as apply)

| | | |
|---|----|-----|
| Is very useful | 33 | 63% |
| I read it every week | 31 | 60% |
| I get it, but I don't read it | 1 | 2% |
| I don't subscribe to the e-news | 3 | 6% |
| I get it, but I don't find it useful <i>(*One respondent lives in Bega Valley)</i> | 2* | 4% |
| The format is good | 13 | 3% |
| <p>Other comments:</p> <p>"I try to read it each week but sometimes I don't have time"</p> <p>"I read it most weeks, not every week"</p> <p>"Some weeks I read it, some weeks I don't"</p> <p>"Can you please include events, workshops, conferences, etc that are coming up in the next week – even though they have been on your website for a while a reminder...would be of help..."</p> <p>"It is difficult to navigate, when you open a page and try to go back to where you were looking it does not return to the same spot, so you need to look again"</p> <p>"I find the format difficult and not very user friendly"</p> <p>"It would be great if the employment section can show newly listed jobs/positions first rather than last..."</p> <p>"I look at it every week, though I only read what is linked to my field. It's not always that relevant for my particular Association, but I do like to be aware of what is</p> | | |

| | | |
|--|--|--|
| happening in the community sector" | | |
| "Because the HSNNet and Community Builders are also available as sources of information, it would be important for e-news not to duplicate what they do, but to have a different focus and strategy so that e-news remains useful for a whole range of people" | | |
| "Wonder why you've chosen the clickable PDF format, perhaps either email or html browser format would make it that little bit easier to access" | | |
| "I like the format – being able to scroll down quickly and hyperlink to any part I want to read" | | |
| "[Wants more] information for the regional areas of NSW" | | |

5. What are your other main sources of information/resources (select as many as apply)

| | | |
|---|----|-----|
| Mailing lists | 38 | 73% |
| Government/peak bodies websites | 36 | 69% |
| HSNNet | 6 | 12% |
| communityBuilders | 23 | 44% |
| Interagencies/Other Forums | 30 | 58% |
| Other: Other networks Industry contacts Service providers (direct) | | |

6. Do you have any other comments/feedback/suggestions?

| |
|--|
| "As I cover the whole of Macarthur and resource other services with information I will often tap into Community info sites for quick access" |
| "Please keep up the good work and thank you for the work that you have done and are doing" |
| "Doing a great job, keep up the good work" |
| "The information is great and I find it very useful...Keep up the great work" |
| "A good resource to have" |
| "communityNet is a such a great resource that just keeps on growing despite the lack of funding to pay for |

it. Great job..."

"...Fantastic! Bravo! Well done!"

"Thank you for your hard work"

"Thank you for the energy you put into this for us,
greatly appreciated"

"You're great, thanks for your effort!"

"It is great to have someone else synthesise the
important stuff and forward it on – very time consuming
to wade through so much stuff"

"The e-news is a useful and very interesting resource
that is always online at the designated date each week. I
can only guess at the amount of work that goes into
preparing this each week and I would like to say that I
appreciate it"

"I find this newscast helps keep me in touch with what is
going on in the area of disability awareness and ongoing
advocacy for people with disability by these
organisations"

"Keep up the good work!"

"Keep going, do not stop the good work"

"Thank you, I enjoy browsing through this newsletter!"