

Contra Costa County
Pipeline Information Center (PIC)
Website Project Survey

Example: <https://www.chescoplanning.org/pic/introduction.cfm>

The Chester County (PA) Pipeline Information Center (PIC) website has been in operation for several years and is the best example of a PIC for our survey and what could be developed for Contra Costa County CA.

Website Design

Did you like the website design?

Did you find the website images relevant?

Did you find the website color coding attractive?

What is the one feature that makes the website stand out?

What is the most attractive feature on the website?

What is your favorite feature on the website?

Which feature on the website is the most useful?

Mention one feature that you found unique.

What is the one feature you would recommend?

What is a feature that you wish the website had?

Mention the top 1-3 features you would like to see on the website.

Are you satisfied with the existing features?

Please rate the website features on a level of 1-5 (5 being best)

Are there any features that you don't find helpful?

Do you have any suggestions on the design features of the website?

Website Navigation and Performance

Were you able to quickly find what you were looking for?

How easy was it to find the information you were looking for?

How easy was it for you to navigate to other pages on the website?

Could you clearly see and access the menu?

Should the position of the main menu be changed?

Were you able to access the links on the website?

Are the links on the website helpful?

Are you able to view the website clearly on mobile devices?

How long did it take you to access the information on the website?

Are you satisfied with the loading time of the website?

Do you experience any challenges while browsing the website?

Are you satisfied with the website navigation?

How do you rate the website navigation on a scale of 1-5? (5 being best)

Do you have any suggestions to enhance the website navigation?

How do you rate the website performance on a scale of 1-5? (5 being best)

Do you have any suggestions to enhance the website performance?

Website General:

How did you find the website?

What attracted you to the website?

What was your first impression when you entered the website?

Does the information provided on the website make sense?

Were you able to understand everything shown on the website?

Was there anything you could not find on the website?

What content would you like to see more of?

Could you mention one positive and one challenging aspect of the website?

What do you like the most/least about the website?

How did your experience compare to your expectations?

What is the one thing that should be changed to make the website experience better?

What's one of the most important features we should add?

If you could no longer use the website, what is the one thing you would miss the most?

How do you rate the website?

Is it pleasing and instantly welcoming (on a scale of 1-5 w/5 being best).

Is the layout easy to understand (on a scale of 1-5 w/5 being best).

Is the site easy to use (on a scale of 1-5 w/5 being best).

For the overall feel of the website (on a scale of 1-5 w/5 being best)

Do you have any other suggestions or feedback for us?

