

**NDP public consultation online survey testing May 2021  
Feedback from online survey testers before going live**

No	Who	What	Comment	Response	Action
<b>Council meeting</b>					
1	Celia Kellet	Online survey test	Did at the end of last week post code HR8 2EG We both found it was fine. We were able to click on links etc. no problems. Celia (& Charles)	None	None
2	Paul Kinnaird	Online survey test	I did the survey by clicking on the link	None	None
3	Griff Holliday	Online survey test	Looked at the Survey Monkey version - essentially looks OK. A few improvements	None	None
4			1. More helpful if the link at the start takes you straight through to the Leaflet - I pressed this before reading the rest and got lost! You can then deal separately with how to get the additional information.	Unfortunately not possible but leaflet now integrated so solves the problem	Integrated the leaflet
5			2. Q1 - is drag and drop the correct description for filling the boxes? - to me it means something different	See row 11	As per 11
6			3. Q2d - reads  Land by the Full Pitcher roundabout and adjacent to the new housing development (Hawk Rise) should be considered for employment restricted to uses suitable near to a residential area? ? (Please tick one answer choice.)  It should read - with only one ?  Should land by the Full Pitcher roundabout and adjacent to the new housing development (Hawk Rise) be considered for employment, restricted to uses suitable near to a residential area? (Please tick one answer choice.)	Already printed leaflet so can't now be changed	None
7			4. Q4a - You can tick all 5 boxes - if No Opinion is ticked no other ticks should be allowed.	Yes this is true and intended – but we will pick up any anomalies in line with data cleansing guidelines	Data analysis will resolve any uncertainties
8			5. Q7b - The post code box is too big - you just want postcodes in this box.	OK, we will make it smaller	Made smaller
9	Tony Evans	Online survey test	For example, question 1A. Are they supposed to be links to the various figures which are within the supporting documents folder?	No there are not meant to be, but we have changed the survey to integrate the leaflet content so should be easier to follow	Changed wording in the text to say please select your choice from a drop down menu

10			As the form filling progressed, I found the absence of links to be irritating and I had to hunt down the figures in another page of my internet program	Should be mitigated by integrating the leaflet info	Done
11			Question 1A. I was allowed to select ranking 2 for each of the three options. Upon moving onto the text box, two of my selections were lost and one only selection remained. However, upon trying again, the selections was sensible.	Yes this not allowed; you can select and it appears to work but it only allows you to move on when 3 different options are selected	Will make this clearer in the text
12			I closed my part finished survey and then re-opened it. None of my previous work was saved, possibly because I was not given the opportunity to log-in or identify myself	A function of survey monkey	Will add note to advise if not completed they will have to start again and a note to say it should take up to 20 minutes
13			There was no means to ensure that I answered every (or any question) question	There isn't – if they don't want to answer they need not	None
14			Upon closing the survey I was offered "tools for addressing racial equity" and asked to accept cookies. The cookies question seemed late in the process but perhaps this is because you used a SurveyMonkey package	Not sure about this – appears different to different users?	We could set up a fixed end of survey landing page – MB will investigate but the SG feeling was that this is not a problem we need to address
15			There was nothing to stop me entering multiple submissions	Yes correct, but this allows for more than one family member to submit a survey. But IP addresses are monitored and if more than 3 or 4 responses from one IP address we can investigate	None
16			Validation of a faulty postcode was absent, although it may not be needed	Yes correct but this is only as a cross check for representation and not critical	None
17			Are you able to find my many attempts and entries within the survey records?	Yes and tester surveys will be removed before the survey goes online. There is a small risk someone may enter twice, but this is offset by allowing	None

				different household members to participate. Repeated entries will anyway be picked up when we do the data analysis.	
18	Cllr Helen l'Anson	Online survey test	Done survey and found no problem	None needed	None
19	Cllr John Bannister	Online survey test	I have been testing the online NDP today and it all seems to work well. I filled in the questionnaire and that works well.	None needed	None
20			When looking and searching for data (on the website), I noted that if the future NDP sections (e.g. 14.0 Revised Version of the LNDP) when you click on these - nothing happens. same for 2.3 and 2.4 . Now I guess nothing happens because these sections have not yet been created. But people might not understand this. I suggest that on clicking on these items that a message explaining this is displayed	PH been working with office staff to remove all files that have no link (files that had been downloaded already did not carry forward with links when the new website was launched so having to file again); these not yet all removed.	PH discuss with office staff to put note in any section with no file to say 'No files downloaded to this section yet'
21			I forgot to add that there is no link at 11.0 which states ..... Please follow this link to our dedicated Agendas and Minutes Page	Yes agreed and has been noted; office have been advised to please include link	PH to remind office to include link