

ID: 1 Date: 5/21/21

Question	Answer
<p>1. There is an important Committee meeting tonight discussing a topic that you are interested in. You are wondering what time it's at, so you navigate to the homepage: https://ma-chatham.civicplus.com/ Please note where you look and click to find this information. Was this information in an accessible location?</p>	<p>Home page then to meetings. Times listed</p>
<p>2. Please navigate to the homepage: https://ma-chatham.civicplus.com/ We've added a "How Do I..." section to the global navigation. First, please note the areas you look and click to find "How Do I..." After you click or access the pull down menu, please look at the three categories. As a member of the public, are there any categories or items you feel would be helpful to add to this page? Do you feel the "How Do I..." section was located in an accessible location? If you were unable to find the "How Do I..." page it is located here: https://ma-chatham.civicplus.com/9/How-Do-I</p>	<p>Found it and reviewed items seems pretty complete</p>
<p>3. Please start at the homepage: https://ma-chatham.civicplus.com/ and find the Channel 18 division landing page. Please note areas you look and click to find the page. When you arrive at the page, click on "Test Page" There are two sections with the same data displayed using different widgets. Which section do you feel better displays the information? If you were unable to find the test page, here is the link: https://ma-chatham.civicplus.com/583/Test-Page</p>	<p>I was able to locate using main menu and clicked on channel 18. I prefer the second format</p>
<p>4. You decide it's time to order your resident beach sticker. You navigate to the homepage: https://ma-chatham.civicplus.com/ Please note where you look and click to order your beach sticker. Was this in an accessible location?</p>	<p>I was able to navigate using main menu to department s. I would suggest a Link on home page perhaps starting in April . I used the online apps this year and it was great! Received my 2021 stickers today 🍷</p>
<p>5. The Document Center is a new feature that display all documents uploaded to the website in an A-Z listing. Please find the Document Center from the homepage https://ma-chatham.civicplus.com, noting where you look and click. Please spend some time clicking through folders. Do you have any suggestions that would make it easier for you to find files? If you were unable to find the document center here is the link: https://ma-chatham.civicplus.com/DocumentCenter</p>	<p>I was able to find using link at the bottom of the home page. I feel the items were easily accessible and organized clearly</p>
<p>6. You are out for a walk and notice a bench has splintered wood that is unsafe. What department name would you consider contacting for this maintenance issue?</p>	<p>Department of Public Works</p>
<p>7. If the Town added social media accounts would you follow them?</p>	<p>Yes Facebook;Twitter;Instagram;</p>

8. If yes, which platforms would you prefer?	
9. You are interested in volunteer opportunities by applying to join a Board or Committee. You were told there is a form of vacancies on the Town website. Start on the homepage: https://ma-chatham.civicplus.com/ Please note where you look and click to find this document.	I was able to find the talent bank application for boards from the home page link
10. If you used the search bar, try finding this form another way and note where you look and click.	
11. Did you experience any bugs (unexpected behaviours) while navigating the website? Is yes, please explain.	No
12. Please share your overall experience with the new website.	I like the new format. It will be a minor learning curve but I felt I could navigate without issue
13. Please leave any general comments and suggestions.	
14. Name and/or Email (if you would like to remain anonymous, leave blank)	marthamps54@comcast.net

ID: 2 Date: 5/21/21

Question	Answer
1. There is an important Committee meeting tonight discussing a topic that you are interested in. You are wondering what time it's at, so you navigate to the homepage: https://ma-chatham.civicplus.com/ Please note where you look and click to find this information. Was this information in an accessible location?	Clicked on Agendas and Minutes on the left side of the home page. Got a warning I was leaving the site which was confusing. Found the meeting I was looking for.
2. Please navigate to the homepage: https://ma-chatham.civicplus.com/ We've added a "How Do I..." section to the global navigation. First, please note the areas you look and click to find "How Do I..." After you click or access the pull down menu, please look at the three categories. As a member of the public, are there any categories or items you feel would be helpful to add to this page? Do you feel the "How Do I..." section was located in an accessible location? If you were unable to find the "How Do I..." page it is located here: https://ma-chatham.civicplus.com/9/How-Do-I	It's OK, but it blends in with the other main navigation links at the top.
3. Please start at the homepage: https://ma-chatham.civicplus.com/ and find the Channel 18 division landing page. Please note areas you look and click to find the page. When you arrive at the page, click on "Test Page" There are two sections with the same data displayed using different widgets. Which section do you feel better displays the information? If you were unable to find the test page, here is the link: https://ma-chatham.civicplus.com/583/Test-Page	I tried Community first, but didn't see it there. It was under Departments - I didn't know Channel 18 was a department? I like section 1 because I can see it all at once without clicking.

<p>4. You decide it's time to order your resident beach sticker. You navigate to the homepage: https://ma-chatham.civicplus.com/ Please note where you look and click to order your beach sticker. Was this in an accessible location?</p>	<p>Clicked on Departments, thinking there would be a Beach Department. There is not, but I see Parks & Recreation. Then I see Parks Beaches and Other Facilities, but don't think there are beach stickers there. Then I try How Do I, but nothing about beach stickers there. In a last ditch effort I try Online Services on the left and see a link in there for Resident Beach & Transfer Stickers. I get that strange message about leaving the site.</p>
<p>5. The Document Center is a new feature that display all documents uploaded to the website in an A-Z listing. Please find the Document Center from the homepage https://ma-chatham.civicplus.com/, noting where you look and click. Please spend some time clicking through folders. Do you have any suggestions that would make it easier for you to find files? If you were unable to find the document center here is the link: https://ma-chatham.civicplus.com/DocumentCenter</p>	<p>Can't find it at first - then I realize there is the top of a red circle/button on the left side that is cut off. I can't scroll down to read what it's for, but I decide to give it a try and sure enough it's the document center. That left "circle" navigation menu is broken - it doesn't scroll for me (Chrome on MacOS).</p>
<p>6. You are out for a walk and notice a bench has splintered wood that is unsafe. What department name would you consider contacting for this maintenance issue?</p>	<p>Department of Public Works</p>
<p>7. If the Town added social media accounts would you follow them? 8. If yes, which platforms would you prefer?</p>	<p>Yes Facebook;Twitter</p>
<p>9. You are interested in volunteer opportunities by applying to join a Board or Committee. You were told there is a form of vacancies on the Town website. Start on the homepage: https://ma-chatham.civicplus.com/ Please note where you look and click to find this document.</p>	<p>No idea, so I used the search and type Volunteer. First search result shows me Volunteer Opportunities.</p>
<p>10. If you used the search bar, try finding this form another way and note where you look and click.</p>	<p>It's always in the top right, except when I "leave the site"</p>
<p>11. Did you experience any bugs (unexpected behaviours) while navigating the website? Is yes, please explain.</p>	<p>Yes - the circle menu options on the left get cut off and I can only see the first three and can't scroll down any more</p>
<p>12. Please share your overall experience with the new website.</p>	<p>Better than the current town website, but not great. I've used other town websites that have a similar look and feel, so it wasn't hard for me to get around.</p>

13. Please leave any general comments and suggestions.	
14. Name and/or Email (if you would like to remain anonymous, leave blank)	Scott Koerner, scottkoerner@yahoo.com

ID: 3 Date: 5/22/21

Question	Answer
1. There is an important Committee meeting tonight discussing a topic that you are interested in. You are wondering what time it's at, so you navigate to the homepage: https://ma-chatham.civicplus.com/ Please note where you look and click to find this information. Was this information in an accessible location?	The yellow agendas and minutes took me there. Any way to make that open in a new tab other than right click open in new tab? Or is that a problem for less tech savvy?
2. Please navigate to the homepage: https://ma-chatham.civicplus.com/ We've added a "How Do I..." section to the global navigation. First, please note the areas you look and click to find "How Do I..." After you click or access the pull down menu, please look at the three categories. As a member of the public, are there any categories or items you feel would be helpful to add to this page? Do you feel the "How Do I..." section was located in an accessible location? If you were unable to find the "How Do I..." page it is located here: https://ma-chatham.civicplus.com/9/How-Do-I	I see Planning Forms but I do not see Zoning, Conservation, Health, HBDC, HC, Building, etc. Perhaps a separate page to help people navigate the overwhelming world of permitting would be an option.
3. Please start at the homepage: https://ma-chatham.civicplus.com/ and find the Channel 18 division landing page. Please note areas you look and click to find the page. When you arrive at the page, click on "Test Page" There are two sections with the same data displayed using different widgets. Which section do you feel better displays the information? If you were unable to find the test page, here is the link: https://ma-chatham.civicplus.com/583/Test-Page	I like Scenario 1, the longer list, however once the list exceeds 10-20 items I could see Scenario 2 being somewhat better. Perhaps divided into sections with all of the finance in one, all of the CPA in another, etc.
4. You decide it's time to order your resident beach sticker. You navigate to the homepage: https://ma-chatham.civicplus.com/ Please note where you look and click to order your beach sticker. Was this in an accessible location?	I saw it earlier on How Do I and I also went through the Departments Page. I tried the Community Page but that was broken.
5. The Document Center is a new feature that display all documents uploaded to the website in an A-Z listing. Please find the Document Center from the homepage https://ma-chatham.civicplus.com , noting where you look and click. Please spend some time clicking through folders. Do you have any suggestions that would make it easier for you to find files? If you were unable to find the document center here is the link: https://ma-chatham.civicplus.com/DocumentCenter	I can work with a tree, is this an FTP front end making it easier for Staff to add documents without getting in line for IT to update? There is no blame being assigned to IT. I know very well how much work goes into maintaining a website.
6. You are out for a walk and notice a bench has splintered wood that is unsafe. What department name would you consider contacting for this maintenance issue?	Department of Public Works

7. If the Town added social media accounts would you follow them? 8. If yes, which platforms would you prefer?	Yes Facebook
9. You are interested in volunteer opportunities by applying to join a Board or Committee. You were told there is a form of vacancies on the Town website. Start on the homepage: https://ma-chatham.civicplus.com/ Please note where you look and click to find this document.	I saw it under How Do I...
10. If you used the search bar, try finding this form another way and note where you look and click.	I could not find it easily. My search had a sidebar listing Senior Center and links to PDFs regarding website transfer.
11. Did you experience any bugs (unexpected behaviours) while navigating the website? Is yes, please explain.	Some broken links
12. Please share your overall experience with the new website.	It is fine, I will get used to it. feel, so it wasn't hard for me to get around.
13. Please leave any general comments and suggestions.	Circling back, we need Staff to be able to update which is scary.
14. Name and/or Email (if you would like to remain anonymous, leave blank)	Thadd Eldredge, thadd@ese-llc.com

ID: 4 Date: 5/22/21

Question	Answer
1. There is an important Committee meeting tonight discussing a topic that you are interested in. You are wondering what time it's at, so you navigate to the homepage: https://ma-chatham.civicplus.com/ Please note where you look and click to find this information. Was this information in an accessible location?	Yes
2. Please navigate to the homepage: https://ma-chatham.civicplus.com/ We've added a "How Do I..." section to the global navigation. First, please note the areas you look and click to find "How Do I..." After you click or access the pull down menu, please look at the three categories. As a member of the public, are there any categories or items you feel would be helpful to add to this page? Do you feel the "How Do I..." section was located in an accessible location? If you were unable to find the "How Do I..." page it is located here: https://ma-chatham.civicplus.com/9/How-Do-I	Accessibility is good. Under Apply rather than sticker office should read Beach Transfer Stickers Add— Mooring waitlist
3. Please start at the homepage: https://ma-chatham.civicplus.com/ and find the Channel 18 division landing page. Please note areas you look and click to find the page. When you arrive at the page, click on "Test Page" There are two sections with the same data displayed	No answer

using different widgets. Which section do you feel better displays the information? If you were unable to find the test page, here is the link: https://ma-chatham.civicplus.com/583/Test-Page	
4. You decide it's time to order your resident beach sticker. You navigate to the homepage: https://ma-chatham.civicplus.com/ Please note where you look and click to order your beach sticker. Was this in an accessible location?	No answer
5. The Document Center is a new feature that display all documents uploaded to the website in an A-Z listing. Please find the Document Center from the homepage https://ma-chatham.civicplus.com , noting where you look and click. Please spend some time clicking through folders. Do you have any suggestions that would make it easier for you to find files? If you were unable to find the document center here is the link: https://ma-chatham.civicplus.com/DocumentCenter	No answer
6. You are out for a walk and notice a bench has splintered wood that is unsafe. What department name would you consider contacting for this maintenance issue?	No answer
7. If the Town added social media accounts would you follow them? 8. If yes, which platforms would you prefer?	No answer
9. You are interested in volunteer opportunities by applying to join a Board or Committee. You were told there is a form of vacancies on the Town website. Start on the homepage: https://ma-chatham.civicplus.com/ Please note where you look and click to find this document.	No answer
10. If you used the search bar, try finding this form another way and note where you look and click.	No answer
11. Did you experience any bugs (unexpected behaviours) while navigating the website? Is yes, please explain.	No answer
12. Please share your overall experience with the new website.	No answer
13. Please leave any general comments and suggestions.	No answer
14. Name and/or Email (if you would like to remain anonymous, leave blank)	Julie.mccaffery@gmail.com

ID: 5 Date: 5/23/21

Question	Answer
1. There is an important Committee meeting tonight discussing a topic that you are interested in. You are wondering what time it's at, so you	It was! Maybe move it up above help center, etc since most of that is static

<p>navigate to the homepage: https://ma-chatham.civicplus.com/ Please note where you look and click to find this information. Was this information in an accessible location?</p>	<p>and meetings are what is about to happen</p>
<p>2. Please navigate to the homepage: https://ma-chatham.civicplus.com/ We've added a "How Do I..." section to the global navigation. First, please note the areas you look and click to find "How Do I..." After you click or access the pull down menu, please look at the three categories. As a member of the public, are there any categories or items you feel would be helpful to add to this page? Do you feel the "How Do I..." section was located in an accessible location? If you were unable to find the "How Do I..." page it is located here: https://ma-chatham.civicplus.com/9/How-Do-I</p>	<p>I think it is pretty complete. Maybe senior information as well as youth</p>
<p>3. Please start at the homepage: https://ma-chatham.civicplus.com/ and find the Channel 18 division landing page. Please note areas you look and click to find the page. When you arrive at the page, click on "Test Page" There are two sections with the same data displayed using different widgets. Which section do you feel better displays the information? If you were unable to find the test page, here is the link: https://ma-chatham.civicplus.com/583/Test-Page</p>	<p>2nd</p>
<p>4. You decide it's time to order your resident beach sticker. You navigate to the homepage: https://ma-chatham.civicplus.com/ Please note where you look and click to order your beach sticker. Was this in an accessible location?</p>	<p>It was as accessible as it currently is.</p>
<p>5. The Document Center is a new feature that display all documents uploaded to the website in an A-Z listing. Please find the Document Center from the homepage https://ma-chatham.civicplus.com/, noting where you look and click. Please spend some time clicking through folders. Do you have any suggestions that would make it easier for you to find files? If you were unable to find the document center here is the link: https://ma-chatham.civicplus.com/DocumentCenter</p>	<p>I would prefer clicking on a document area and seeing the documents available directly underneath rather than in a table in its own section</p>
<p>6. You are out for a walk and notice a bench has splintered wood that is unsafe. What department name would you consider contacting for this maintenance issue?</p>	<p>Department of Public Works</p>
<p>7. If the Town added social media accounts would you follow them? 8. If yes, which platforms would you prefer?</p>	<p>Yes Facebook;</p>
<p>9. You are interested in volunteer opportunities by applying to join a Board or Committee. You were told there is a form of vacancies on the Town website. Start on the homepage: https://ma-chatham.civicplus.com/ Please note where you look and click to find this document.</p>	<p>I went to how do I but it should also be someplace else</p>

10. If you used the search bar, try finding this form another way and note where you look and click.	No answer
11. Did you experience any bugs (unexpected behaviours) while navigating the website? Is yes, please explain.	No
12. Please share your overall experience with the new website.	I like the how do I. Most of the rest is not overly different from what exists
13. Please leave any general comments and suggestions.	No answer
14. Name and/or Email (if you would like to remain anonymous, leave blank)	kclattin@gmail.com

ID: 6 Date: 5/24/21

Question	Answer
1. There is an important Committee meeting tonight discussing a topic that you are interested in. You are wondering what time it's at, so you navigate to the homepage: https://ma-chatham.civicplus.com/ Please note where you look and click to find this information. Was this information in an accessible location?	I found it under Agendas and Minutes on the left side of the page, and also under the Government tab at the top. Very easy to find.
2. Please navigate to the homepage: https://ma-chatham.civicplus.com/ We've added a "How Do I..." section to the global navigation. First, please note the areas you look and click to find "How Do I..." After you click or access the pull down menu, please look at the three categories. As a member of the public, are there any categories or items you feel would be helpful to add to this page? Do you feel the "How Do I..." section was located in an accessible location? If you were unable to find the "How Do I..." page it is located here: https://ma-chatham.civicplus.com/9/How-Do-I	How do I section very easy to find and access. The three categories are great.
3. Please start at the homepage: https://ma-chatham.civicplus.com/ and find the Channel 18 division landing page. Please note areas you look and click to find the page. When you arrive at the page, click on "Test Page" There are two sections with the same data displayed using different widgets. Which section do you feel better displays the information? If you were unable to find the test page, here is the link: https://ma-chatham.civicplus.com/583/Test-Page	It took me a bit of time to find the Channel 18 division landing page. It didn't immediately occur to me that I would look for it under "Departments." Once I found it the Livestream heading was self-explanatory. I think that the section "Archive" could benefit from a brief explanation saying, "Find Recordings of Previous Meetings by Date." I did not see, "There are two sections with the same data displayed using different widgets. Which section do you feel better displays the information?"
4. You decide it's time to order your resident beach sticker. You navigate to the homepage: https://ma-chatham.civicplus.com/ Please	I found it under Government - Resident Beach & Transfer Stickers, and also under How Do I - Sticker Office - I think

<p>note where you look and click to order your beach sticker. Was this in an accessible location?</p>	<p>that section should also say "Apple for Resident Beach and Transfer Stickers"</p>
<p>5. The Document Center is a new feature that display all documents uploaded to the website in an A-Z listing. Please find the Document Center from the homepage https://ma-chatham.civicplus.com, noting where you look and click. Please spend some time clicking through folders. Do you have any suggestions that would make it easier for you to find files? If you were unable to find the document center here is the link: https://ma-chatham.civicplus.com/DocumentCenter</p>	<p>I found the Document Center under How Do I? - It might warrant its own tab on the home page since it contains so much information. I looked under Public Works and Conservation and easily found the documents I would expect there.</p>
<p>6. You are out for a walk and notice a bench has splintered wood that is unsafe. What department name would you consider contacting for this maintenance issue?</p>	<p>Facilities</p>
<p>7. If the Town added social media accounts would you follow them? 8. If yes, which platforms would you prefer?</p>	<p>Yes Facebook;Twitter;Instagram;</p>
<p>9. You are interested in volunteer opportunities by applying to join a Board or Committee. You were told there is a form of vacancies on the Town website. Start on the homepage: https://ma-chatham.civicplus.com/ Please note where you look and click to find this document.</p>	<p>I found it under "How do I?" and then "Apply"</p>
<p>10. If you used the search bar, try finding this form another way and note where you look and click.</p>	<p>I put "website test group" in the search box but could not find it in the results.</p>
<p>11. Did you experience any bugs (unexpected behaviours) while navigating the website? Is yes, please explain.</p>	<p>No</p>
<p>12. Please share your overall experience with the new website.</p>	<p>I like it. I always found the existing one to be a bit cumbersome, but I use it a lot because of all of the committees I do work for, so I'm used to it. There's a lot of information to manage and a lot of it crosses over. I think that anyone with basic computer search knowledge should be able to navigate it pretty well.</p>
<p>13. Please leave any general comments and suggestions.</p>	<p>Make it easy for people to transact business online (as opposed to calling or mailing). Purchasing Beach and Transfer Station permits through City Hall Systems is a big step forward!</p>
<p>14. Name and/or Email (if you would like to remain anonymous, leave blank)</p>	<p>Ann Ryan ryan.annp@gmail.com</p>

ID: 7 Date: 5/25/21

Question	Answer
<p>1. There is an important Committee meeting tonight discussing a topic that you are interested in. You are wondering what time it's at, so you navigate to the homepage: https://ma-chatham.civicplus.com/ Please note where you look and click to find this information. Was this information in an accessible location?</p>	<p>Clicked on link to home page. Noting nothing on homepage about meeting agendas, first instinct was to click on Committees. found it under government. Question= how important is it for the public to find meeting info and should you consider a direct link on homepage?</p>
<p>2. Please navigate to the homepage: https://ma-chatham.civicplus.com/ We've added a "How Do I..." section to the global navigation. First, please note the areas you look and click to find "How Do I..." After you click or access the pull down menu, please look at the three categories. As a member of the public, are there any categories or items you feel would be helpful to add to this page? Do you feel the "How Do I..." section was located in an accessible location? If you were unable to find the "How Do I..." page it is located here: https://ma-chatham.civicplus.com/9/How-Do-I</p>	<p>It could be helpful to have How Do I Apply - items themed based . definitely the sticker office should be catagorized on the first page. beach, dump, shellfish north beach sticker etc. Where is the moorings application? dame with north beach stickers are buried on hte page. all the resource info should be thematic too. why s shark safety under how do i apply, same with natural resource on north beach. also where is the fish pier docking permits, apply for municipal landings use. apply for a one day liquor license...</p>
<p>3. Please start at the homepage: https://ma-chatham.civicplus.com/ and find the Channel 18 division landing page. Please note areas you look and click to find the page. When you arrive at the page, click on "Test Page" There are two sections with the same data displayed using different widgets. Which section do you feel better displays the information? If you were unable to find the test page, here is the link: https://ma-chatham.civicplus.com/583/Test-Page</p>	<p>SECTION 2</p>
<p>4. You decide it's time to order your resident beach sticker. You navigate to the homepage: https://ma-chatham.civicplus.com/ Please note where you look and click to order your beach sticker. Was this in an accessible location?</p>	<p>I did a search on the homepage search button for resdiential beach sticker. It took me to a menu of documents . it was the 3 item down. Then I search apply for residential beach sticker and it went to search dicuments and it was the 4th item down. .</p>
<p>5. The Document Center is a new feature that display all documents uploaded to the website in an A-Z listing. Please find the Document Center from the homepage https://ma-chatham.civicplus.com, noting where you look and click. Please spend some time clicking through folders. Do you have any suggestions that would make it easier for you to find files? If you were unable to find the document center here is the link: https://ma-chatham.civicplus.com/DocumentCenter</p>	<p>click 4 times on first link took me to help center 3 times. once to document center . . clicked on second link and got to site- searched . no other comment.</p>

6. You are out for a walk and notice a bench has splintered wood that is unsafe. What department name would you consider contacting for this maintenance issue?	Parks & Recreation
7. If the Town added social media accounts would you follow them? 8. If yes, which platforms would you prefer?	No Twitter; Facebook
9. You are interested in volunteer opportunities by applying to join a Board or Committee. You were told there is a form of vacancies on the Town website. Start on the homepage: https://ma-chatham.civicplus.com/ Please note where you look and click to find this document.	click on search volunteer- found it. "
10. If you used the search bar, try finding this form another way and note where you look and click.	clicked government found talent bank form- should say talent bank form/ volunteer
11. Did you experience any bugs (unexpected behaviours) while navigating the website? Is yes, please explain.	bug searching for documents took me to help page.
12. Please share your overall experience with the new website.	very useable.
13. Please leave any general comments and suggestions.	Good work- need all permits and application in one place.
14. Name and/or Email (if you would like to remain anonymous, leave blank)	Shareen Davis shareendavis@gmail.com

ID: 8 Date: 5/25/21

Question	Answer
1. There is an important Committee meeting tonight discussing a topic that you are interested in. You are wondering what time it's at, so you navigate to the homepage: https://ma-chatham.civicplus.com/ Please note where you look and click to find this information. Was this information in an accessible location?	Government and agenda
2. Please navigate to the homepage: https://ma-chatham.civicplus.com/ We've added a "How Do I..." section to the global navigation. First, please note the areas you look and click to find "How Do I..." After you click or access the pull down menu, please look at the three categories. As a member of the public, are there any categories or items you feel would be helpful to add to this page? Do you feel the "How Do I..." section was located in an accessible location? If you were unable to find the "How Do I..." page it is located here: https://ma-chatham.civicplus.com/9/How-Do-I	Please add how do I pay a bill with the link to directly pay that bill
3. Please start at the homepage: https://ma-chatham.civicplus.com/ and find the Channel 18 division landing page. Please note areas you	Section 1

<p>look and click to find the page. When you arrive at the page, click on "Test Page" There are two sections with the same data displayed using different widgets. Which section do you feel better displays the information? If you were unable to find the test page, here is the link: https://ma-chatham.civicplus.com/583/Test-Page</p>	
<p>4. You decide it's time to order your resident beach sticker. You navigate to the homepage: https://ma-chatham.civicplus.com/ Please note where you look and click to order your beach sticker. Was this in an accessible location?</p>	<p>Went to community then residents, then selected beaches- could not figure out how to order- then went to feed then went to online services and selected beach pass. It took some time and was not intuitive. Can you add this as an FAQ?</p>
<p>5. The Document Center is a new feature that display all documents uploaded to the website in an A-Z listing. Please find the Document Center from the homepage https://ma-chatham.civicplus.com/, noting where you look and click. Please spend some time clicking through folders. Do you have any suggestions that would make it easier for you to find files? If you were unable to find the document center here is the link: https://ma-chatham.civicplus.com/DocumentCenter</p>	<p>When to community then the document center. For the folders I would expect the search to find the documents through that search. It appears to be a google search? I am not sure that we s helpful</p>
<p>6. You are out for a walk and notice a bench has splintered wood that is unsafe. What department name would you consider contacting for this maintenance issue?</p>	<p>Department of Public Works</p>
<p>7. If the Town added social media accounts would you follow them? 8. If yes, which platforms would you prefer?</p>	<p>Yes Facebook</p>
<p>9. You are interested in volunteer opportunities by applying to join a Board or Committee. You were told there is a form of vacancies on the Town website. Start on the homepage: https://ma-chatham.civicplus.com/ Please note where you look and click to find this document.</p>	<p>I went to the jobs section. I could not find a direct link for volunteer opportunities</p>
<p>10. If you used the search bar, try finding this form another way and note where you look and click.</p>	<p>No answer</p>
<p>11. Did you experience any bugs (unexpected behaviours) while navigating the website? Is yes, please explain.</p>	<p>just the search feature in the folders</p>
<p>12. Please share your overall experience with the new website.</p>	<p>Pretty good. Relatively intuitive and easy</p>
<p>13. Please leave any general comments and suggestions.</p>	<p>Overall pretty good!</p>
<p>14. Name and/or Email (if you would like to remain anonymous, leave blank)</p>	<p>Katie Johnson</p>

ID: 9 Date: 5/27/21

Question	Answer
1. There is an important Committee meeting tonight discussing a topic that you are interested in. You are wondering what time it's at, so you navigate to the homepage: https://ma-chatham.civicplus.com/ Please note where you look and click to find this information. Was this information in an accessible location?	No Answer
2. Please navigate to the homepage: https://ma-chatham.civicplus.com/ We've added a "How Do I..." section to the global navigation. First, please note the areas you look and click to find "How Do I..." After you click or access the pull down menu, please look at the three categories. As a member of the public, are there any categories or items you feel would be helpful to add to this page? Do you feel the "How Do I..." section was located in an accessible location? If you were unable to find the "How Do I..." page it is located here: https://ma-chatham.civicplus.com/9/How-Do-I	No Answer
3. Please start at the homepage: https://ma-chatham.civicplus.com/ and find the Channel 18 division landing page. Please note areas you look and click to find the page. When you arrive at the page, click on "Test Page" There are two sections with the same data displayed using different widgets. Which section do you feel better displays the information? If you were unable to find the test page, here is the link: https://ma-chatham.civicplus.com/583/Test-Page	I was unable to locate the Channel 18 landing page from the homepage. I then conducted a search for it in the search function but too many results, none the main link, appeared. I then used the provided link - I much prefer Section 2's read ability and access
4. You decide it's time to order your resident beach sticker. You navigate to the homepage: https://ma-chatham.civicplus.com/ Please note where you look and click to order your beach sticker. Was this in an accessible location?	I first utilized the Online Services Section, then the link at the bottom of the webpage. Out of curiosity I went to the pull down menu for Departments. I would suggest that once again, for consistency purposes, Sticker Office be replaced with Resident Beach and Transfer Station Stickers (or whatever you decide the proper term is)
5. The Document Center is a new feature that display all documents uploaded to the website in an A-Z listing. Please find the Document Center from the homepage https://ma-chatham.civicplus.com , noting where you look and click. Please spend some time clicking through folders. Do you have any suggestions that would make it easier for you to find files? If you were unable to find the document center here is the link: https://ma-chatham.civicplus.com/DocumentCenter	Once again, I would suggest that sticker Office be replaced with Beach and Transfer Station Stickers. I like seeing all the documents in one place. At first glance it is a simple set up and nice to know that everything is in one place moving forward.
6. You are out for a walk and notice a bench has splintered wood that is unsafe. What department name would you consider contacting for this maintenance issue?	Parks & Recreation

7. If the Town added social media accounts would you follow them? 8. If yes, which platforms would you prefer?	Yes Twitter;Instagram;Facebook;
9. You are interested in volunteer opportunities by applying to join a Board or Committee. You were told there is a form of vacancies on the Town website. Start on the homepage: https://ma-chatham.civicplus.com/ Please note where you look and click to find this document.	This was not an easy task. Though I recalled seeing a listing in previous searches I could not easily find it. I used the How Do I... tab and saw Board committee volunteer listing. I would recommend that there be a new tab-- What Volunteer opportunities are available for Chatham residents that include opportunities beyond Town Government's Board or committee. I see that groups looking for volunteers for ongoing or one time only events could post here and updates could be pushed through social media (when created). This would be a great way to engage those of us who aren't officially full time residents but spend a significant amount of the year here to volunteer.
10. If you used the search bar, try finding this form another way and note where you look and click.	No Answer
11. Did you experience any bugs (unexpected behaviours) while navigating the website? Is yes, please explain.	No Answer
12. Please share your overall experience with the new website.	No Answer
13. Please leave any general comments and suggestions.	No Answer
14. Name and/or Email (if you would like to remain anonymous, leave blank)	Julie McCaffery. julie.mccaffery@gmail.com

ID: 10 Date: 6/2/21

Question	Answer
1. There is an important Committee meeting tonight discussing a topic that you are interested in. You are wondering what time it's at, so you navigate to the homepage: https://ma-chatham.civicplus.com/ Please note where you look and click to find this information. Was this information in an accessible location?	I found the calendar easily - nothing was listed though :)
2. Please navigate to the homepage: https://ma-chatham.civicplus.com/ We've added a "How Do I..." section to the global navigation. First, please note the areas you look and click to	I like the pull down menu. It's easier on the eye to have the dark

<p>find "How Do I..." After you click or access the pull down menu, please look at the three categories. As a member of the public, are there any categories or items you feel would be helpful to add to this page? Do you feel the "How Do I..." section was located in an accessible location? If you were unable to find the "How Do I..." page it is located here: https://ma-chatham.civicplus.com/9/How-Do-I</p>	<p>background and white text. It is an accessible location.</p>
<p>3. Please start at the homepage: https://ma-chatham.civicplus.com/ and find the Channel 18 division landing page. Please note areas you look and click to find the page. When you arrive at the page, click on "Test Page" There are two sections with the same data displayed using different widgets. Which section do you feel better displays the information? If you were unable to find the test page, here is the link: https://ma-chatham.civicplus.com/583/Test-Page</p>	<p>Section 2. It's less overwhelming to have information presented under tabs. I prefer it that way.</p>
<p>4. You decide it's time to order your resident beach sticker. You navigate to the homepage: https://ma-chatham.civicplus.com/ Please note where you look and click to order your beach sticker. Was this in an accessible location?</p>	<p>I went to How Do I > drop down for Apply, and it is the second entry. Very accessible.</p>
<p>5. The Document Center is a new feature that display all documents uploaded to the website in an A-Z listing. Please find the Document Center from the homepage https://ma-chatham.civicplus.com/, noting where you look and click. Please spend some time clicking through folders. Do you have any suggestions that would make it easier for you to find files? If you were unable to find the document center here is the link: https://ma-chatham.civicplus.com/DocumentCenter</p>	<p>While it's not the most ascetically pleasing, it makes sense to be alphabetized departments. I am not sure how else to organize this data.</p>
<p>6. You are out for a walk and notice a bench has splintered wood that is unsafe. What department name would you consider contacting for this maintenance issue?</p>	<p>Parks & Recreation</p>
<p>7. If the Town added social media accounts would you follow them? 8. If yes, which platforms would you prefer?</p>	<p>Yes Facebook;</p>
<p>9. You are interested in volunteer opportunities by applying to join a Board or Committee. You were told there is a form of vacancies on the Town website. Start on the homepage: https://ma-chatham.civicplus.com/ Please note where you look and click to find this document.</p>	<p>I typed in "vacancy" in the search box. The first document returned is a PDF of Committee Vacancies from April 2021.</p>
<p>10. If you used the search bar, try finding this form another way and note where you look and click.</p>	<p>Home Page > Document Center > Boards & Committees - It's the first document listed.</p>
<p>11. Did you experience any bugs (unexpected behaviours) while navigating the website? Is yes, please explain.</p>	<p>No, just the learning curve of navigating as new to the site.</p>

12. Please share your overall experience with the new website.	I like it and learned there is more than one way to locate what you are seeking.
13. Please leave any general comments and suggestions.	Thank you for involving residents in this process.
14. Name and/or Email (if you would like to remain anonymous, leave blank)	Laurie Phelan lauriep1234@gmail.com

ID: 11 Date: 6/7/21

Question	Answer
1. There is an important Committee meeting tonight discussing a topic that you are interested in. You are wondering what time it's at, so you navigate to the homepage: https://ma-chatham.civicplus.com/ Please note where you look and click to find this information. Was this information in an accessible location?	MacBook Air with Safari: I scrolled down to Meetings & Events. I didn't see any meetings in that view, so I clicked the View All Events button. I didn't see any Committee Meetings on the full June calendar view. I also clicked the Months tab and didn't see any Committee Meetings. iPhone: I had the same experience.
2. Please navigate to the homepage: https://ma-chatham.civicplus.com/ We've added a "How Do I..." section to the global navigation. First, please note the areas you look and click to find "How Do I..." After you click or access the pull down menu, please look at the three categories. As a member of the public, are there any categories or items you feel would be helpful to add to this page? Do you feel the "How Do I..." section was located in an accessible location? If you were unable to find the "How Do I..." page it is located here: https://ma-chatham.civicplus.com/9/How-Do-I	I looked at the initial view of the home page. No How Do I. Then I scrolled all the way down to the bottom of the home page twice. No How Do I. That made me wonder where it is on the current site so I looked, but it's wasn't there, so apparently it's a new feature and I was looking forward to it. I viewed the home page a 3rd time and there it is on the right! I don't know why I missed it. I suppose if you had eye-tracking SW, you might have seen me looking on the left and middle as I was scrolling down. The categories are good. I can't think of any missing topics. The iPhone experience was of course different but the menu behaved as expected.
3. Please start at the homepage: https://ma-chatham.civicplus.com/ and find the Channel 18 division landing page. Please note areas you look and click to find the page. When you arrive at the page, click on "Test Page" There are two sections with the same data displayed using different widgets. Which section do you feel better displays the information? If you were unable to find the test page, here is the link: https://ma-chatham.civicplus.com/583/Test-Page	I'm not a resident of Chatham so I don't know what the Channel 18 division is. I scrolled down the home page once, then decided it must be under one of the top horizontal main categories. I found it under the 2nd category, Departments. It seems that Channel 18 is where someone can view the town's livestream and archived videos of town govt. meetings, etc. On the test page, I

	absolutely prefer the Section 2 display... on both my MacBook and iPhone.
<p>4. You decide it's time to order your resident beach sticker. You navigate to the homepage: https://ma-chatham.civicplus.com/ Please note where you look and click to order your beach sticker. Was this in an accessible location?</p>	<p>Beach sticker task. I recently looked up beach stickers on the current site, so I repeated my steps: I navigated to Departments > Parks & Recreation > Quick Links > 2021 Non-resident beach parking permits, but that page (https://chathamma.viewpointcloud.com) is not ready yet. I also went to How Do I > Pay Online > Beach & transfer station stickers. I got a "You are now leaving our site" popup, then the current site's Beach & Transfer Stickers page opened. Although not a resident, my family has owned a vacation home in Chatham for decades. I have never needed a sticker because I only use our home during the shoulder seasons. I've always been a bit confused about resident vs. non-resident stickers, but I've never needed one.</p>
<p>5. The Document Center is a new feature that display all documents uploaded to the website in an A-Z listing. Please find the Document Center from the homepage https://ma-chatham.civicplus.com/, noting where you look and click. Please spend some time clicking through folders. Do you have any suggestions that would make it easier for you to find files? If you were unable to find the document center here is the link: https://ma-chatham.civicplus.com/DocumentCenter</p>	<p>I found the Document Center button in a couple of seconds by scrolling down. That is a fabulous organization of topics! Kudos to the person who masterminded it!</p>
<p>6. You are out for a walk and notice a bench has splintered wood that is unsafe. What department name would you consider contacting for this maintenance issue?</p>	<p>Parks & Recreation</p>
<p>7. If the Town added social media accounts would you follow them?</p> <p>8. If yes, which platforms would you prefer?</p>	<p>Yes Facebook;</p>
<p>9. You are interested in volunteer opportunities by applying to join a Board or Committee. You were told there is a form of vacancies on the Town website. Start on the homepage: https://ma-chatham.civicplus.com/ Please note where you look and click to find this document.</p>	<p>I looked under the top horizontal main categories: Community. Didn't find Volunteer Opportunities. I scrolled to the bottom of the home page. Didn't find Volunteer Opportunities. I clicked View All News. Didn't find Volunteer Opportunities. Finally, I used the Search to find it.</p>

10. If you used the search bar, try finding this form another way and note where you look and click.	I didn't resort to the Search until after trying other links that didn't pan out.
11. Did you experience any bugs (unexpected behaviours) while navigating the website? Is yes, please explain.	The home page main image (aka the Hero image) takes a second to load.
12. Please share your overall experience with the new website.	Overall, a good experience. For the question about social media, if I could have ranked my responses, I'd pick Twitter after FaceBook. FB has been intermittently on my sh*t list this past year.
13. Please leave any general comments and suggestions.	You might consider reducing the height of the main image on the home page.
14. Name and/or Email (if you would like to remain anonymous, leave blank)	Debra Jacobson - debj@marineantiques.com - retired web content developer / site maintainer

ID: 12 Date: 6/9/21

Question	Answer
1. There is an important Committee meeting tonight discussing a topic that you are interested in. You are wondering what time it's at, so you navigate to the homepage: https://ma-chatham.civicplus.com/ Please note where you look and click to find this information. Was this information in an accessible location?	I scrolled down to meetings and events. Then clicked on the calendar. Yes the information was in an accessible location. Nicely laid out!
2. Please navigate to the homepage: https://ma-chatham.civicplus.com/ We've added a "How Do I..." section to the global navigation. First, please note the areas you look and click to find "How Do I..." After you click or access the pull down menu, please look at the three categories. As a member of the public, are there any categories or items you feel would be helpful to add to this page? Do you feel the "How Do I..." section was located in an accessible location? If you were unable to find the "How Do I..." page it is located here: https://ma-chatham.civicplus.com/9/How-Do-I	Yes, the "how do I" section was located in an accessible location. And no, I didn't see any categories that were missing. Nice work!
3. Please start at the homepage: https://ma-chatham.civicplus.com/ and find the Channel 18 division landing page. Please note areas you look and click to find the page. When you arrive at the page, click on "Test Page" There are two sections with the same data displayed using different widgets. Which section do you feel better displays the information? If you were unable to find the test page, here is the link: https://ma-chatham.civicplus.com/583/Test-Page	I scrolled down and clicked on the "Meeting Videos" circle above "meetings & events". I like the widget images.
4. You decide it's time to order your resident beach sticker. You navigate to the homepage: https://ma-chatham.civicplus.com/ Please note where you look and click to order your beach sticker. Was this in an accessible location?	I clicked on the "Community" tab in the top bar. Then clicked under the Residents column on "beaches, boating, and shellfish". Yes, this was easily accessible.

<p>5. The Document Center is a new feature that display all documents uploaded to the website in an A-Z listing. Please find the Document Center from the homepage https://ma-chatham.civicplus.com, noting where you look and click. Please spend some time clicking through folders. Do you have any suggestions that would make it easier for you to find files? If you were unable to find the document center here is the link: https://ma-chatham.civicplus.com/DocumentCenter</p>	<p>Overall, the document center looks great. One issues is that when I scroll down the left-side column and click, say Public Works - Highway Division, then all the relevant files show up on the right-side column but I can't see them right away. I have to scroll up to see them. I would be ideal if wherever I clicked on the left-side, I could see the related files on the right side immediately.</p>
<p>6. You are out for a walk and notice a bench has splintered wood that is unsafe. What department name would you consider contacting for this maintenance issue?</p>	<p>Parks & Recreation</p>
<p>7. If the Town added social media accounts would you follow them? 8. If yes, which platforms would you prefer?</p>	<p>Yes Facebook;</p>
<p>9. You are interested in volunteer opportunities by applying to join a Board or Committee. You were told there is a form of vacancies on the Town website. Start on the homepage: https://ma-chatham.civicplus.com/ Please note where you look and click to find this document.</p>	<p>I first hovered over the "Government" tab on the top bar but didn't see anything right away. Then I hovered over the "Community" tab but again didn't see anything. Then I hovered over the "How do I" tab and clicked "committee vacancies".</p>
<p>10. If you used the search bar, try finding this form another way and note where you look and click.</p>	<p>I didn't use the search bar.</p>
<p>11. Did you experience any bugs (unexpected behaviours) while navigating the website? Is yes, please explain.</p>	<p>Nope.</p>
<p>12. Please share your overall experience with the new website.</p>	<p>Overall, my experience was a very good one. The layout was very intuitive for me and easy to navigate. Aesthetically it looks clean and interesting. My one aesthetic suggestion is to avoid busy and/or low-quality photos wherever possible. One example is toward the bottom of the homepage under "News and Updates". The photos and images, like the windmill and zoning image, are very busy and detract from their related text. I would suggest using icon graphics wherever possible similar to the ones used in the Help Center bubbles. Those look great!</p>

13. Please leave any general comments and suggestions.	Thank you for all the work!
14. Name and/or Email (if you would like to remain anonymous, leave blank)	Brett Tolley brett.tolley@gmail.com