

W3C Site Redesign Survey						
256 Surveys Taken						
-- GENERAL SURVEY --						
Q1. How would you describe yourself?						
People who self-identified as Developers, Designers, UX/IA & Engineers accounted for majority of respondents.						
Answer Options	Response Percent		Response Count			
Web designer	39.90%		101			
Web application developer	43.10%		109			
User experience designer/information architect/content strategist	30.40%		77			
Project manager	16.20%		41			
Web technology engineer	28.50%		72			
Department head	7.90%		20			
Other (please specify)	15.00%		38			
Other: <i>Primarily identified as more specific types of Devs/Designers (Front end, JS, etc.), Accessibility/Standards experts, and Teachers</i>		answered question	253			
		skipped question	3			
Q2. What types of groups do you participate in? (select all applicable)						
46% don't participate in W3C groups, etc. 36% surveyed participate in Working Groups.						
Answer Options	Response Percent		Response Count			
Working Group	36.30%		91			
Interest Group	21.50%		54			
Community Group	25.10%		63			
Business Group	12.00%		30			
Advisory Board	3.20%		8			
Advisory Committee	7.60%		19			
TAG	1.20%		3			
None (We will ignore other selections if you choose this option.)	46.60%		117			
		answered question	251			
		skipped question	5			
Q3. What roles (if any) do you have within a W3C group?						
Nearly 80% of respondents don't have a formal role in W3C.						
Answer Options	Response Percent		Response Count			
Chair	8.70%		22			
Team contact	9.10%		23			
Editor	9.80%		25			
Test manager	2.80%		7			
None (We will ignore other selections if you choose this option.)	79.90%		203			
		answered question	254			
		skipped question	2			
SURVEY RESPONDENT ANALYSIS:						
<ul style="list-style-type: none"> Majority of respondents self-identified as Developers, Designers, UX/IA professionals & Engineers (many as multiple). 46% of those surveyed would be considered "general public" (aren't in Working Groups, etc.). Of those who are in Working Groups/Committees/Boards, 20% (approx. 50 people) have formal roles (Chair, Manager, etc.). 25% of total surveyed work for Members (approx. 50 people). 						
-- GROUP QUESTIONS --						
Q4. Would you find it useful if W3C were to provide templates for group home pages (e.g., to provide a consistent user experience across groups, and to automate some WG tasks)?						
Almost 93% of WG participants surveyed want Templates for Group home pages.						
Answer Options	Response Percent		Response Count			
Yes	92.90%		39			
No	7.10%		3			
		answered question	42			
		skipped question	214			
Q5. Do you think it would be useful to distinguish a group's "public" home page (for visitors) from its "operations" home page (which would also be public, but focus on meeting details, etc.)?						
73% would like to make a distinction between Public & Operations WG pages.						
Answer Options	Response Percent		Response Count			
Yes	73.80%		31			
No	26.20%		11			
		answered question	42			
		skipped question	214			
Q6. If we were to separate the two pages, what information would you put on the group's "public" home page vs. its public "operations" home page?						
<p>Public: WG goals, members, charter, milestones & work status, recent drafts, mailing lists/contact info, public tools/external links, news, how to get involved</p> <p>Operations: future/past meeting minutes, discussion topics, telecon/meeting info/agendas, internal docs/wiki, guidebook links, active docs & drafts</p>						
<i>"First of all, in response to the yes / no questions previously asked, it is only useful to provide templates if they meet the needs of the WG. If they don't leave room for critical information or have feature problems, I can't use them."</i>						
Answer Options	Response Percent		Response Count			
answered question			25			
skipped question			231			
GROUP RESPONSE ANALYSIS:						
<ul style="list-style-type: none"> Seems to be clear support for templates to improve consistency & usability of WG pages (83% approval). Templates need to address the needs of the various WGs. 73% support for making some distinction between Public & Operational pages. Content requested for each page type was strikingly consistent across the comments (>50% of the WG members answered). 						
-- MEMBER QUESTIONS --						
Q7. Do you work for a W3C Member?						
Only 20% surveyed work for a member (50 people).						
Answer Options	Response Percent		Response Count			
Yes	20.70%		50			
No	79.30%		191			
		answered question	241			
Q8. How often do you visit the Member home page?						
** About 60% visit the Member HP regularly, but generally just a few times a year. But 22% had never visited the Member HP.						
Answer Options	Response Percent		Response Count			
Daily	0.00%		0			
Weekly	12.50%		5			
Monthly	22.50%		9			
A few times a year	40.90%		16			
I have never visited the Member home page.	7.50%		3			
I have never visited the Member home page and didn't even know there was one!	15.00%		6			
Other (please specify)	2.50%		1			
		answered question	40			
		skipped question	216			
Q9. What features or improvements would you most like to see on a Member home page?						
<p>Top Request: Updated & relevant info immediately available on the page; latest News, agendas, etc.; Member info (who, what group, joining, etc.); MY WG status; easier way to find Specs; integrate Community Group stuff.</p>						
> 1/3 of Members responded						
Answer Options	Response Percent		Response Count			
answered question			14			
skipped question			242			
<i>"I look at a staged home page at the moment with many links outwards. Where I wish to have a feed of updated information straight in the home page with facets to jump to some specific parts (process, etc.)"</i>						
<i>"Make clarity in the design. Less clutter. More focus."</i>						
Q10. Should the Member home page become a customized "dashboard" with information or links specific to you, such as: identity (name, affiliation), lists of group membership with your organization, etc.?						
** Nearly 74% support for Dashboard, which could address requests for updated & relevant info.						
Answer Options	Response Percent		Response Count			
Yes	74.20%		23			
No	25.80%		8			
		answered question	31			
		skipped question	225			
Q11. What sections of the Member site do you most use?						
Event Cal, Member Actions/News/Mail/Discussion, Process/Policy/Finance Guide are the most used sections.						
Answer Options	Response Percent		Response Count			
Calendar of Member Events	58.60%		17			
Member Actions, News, Mail, Discussion	55.20%		16			
Process, Patent Policy, Finances Guide	31.00%		9			
Member Standards Promotion	10.30%		3			
Membership Administration	24.10%		7			
List of AC Reps	20.70%		6			
Staff FTE tables (summarized by activity)	6.90%		2			
		answered question	29			
		skipped question	227			
Q12. What information have you had difficulty finding on the Member site?						
Top Issues: WGs / My Company belongs to; Billing info & contact (dues); Specs & Spec Updates; Offices; PR Material; Open issues/actions/polls; future AC meetings						
>1/3 of Members responded						
Answer Options	Response Percent		Response Count			
answered question			16			
skipped question			240			
<i>"Pretty much everything is hard to find unless you know exactly where it is."</i>						
<i>"Almost everything I have ever looked for [is difficult to find]. It has improved, but the improvements provided some jarring readjustments."</i>						
Q13. What features or improvements would you most like to see in the Member site (other than to the Member home page) in the future?						
<p>Top Requests: Feed of Activity/News/Dashboard; Improved Nav/IA; improve process for adding/removing Group members/accounts; "Membership Viewer" (current one doesn't work); Logout option/button (?)</p>						
>1/4 of Members responded						
Answer Options	Response Percent		Response Count			
answered question			10			
skipped question			246			
Q14. Because much information useful to Members exists on the public site, please indicate how important it is to you to access that information directly from the Member site?						
** 80% would find this at least somewhat useful. (But most seem to be on the fence.)						
Answer Options	Response Percent		Response Count			
Essential	16.10%		5			
Important	25.80%		8			
Somewhat Useful	38.70%		12			
Not useful	19.40%		6			
		answered question	31			
		skipped question	225			
Q15. Which links to the public site are most important for you to find from the Member site?						
<p>Top Requests: Links to my WG home pages; News; Events; Validators; Software; All Standards; Access to Drafts; Mailing lists; Minutes; WG join info</p>						
Answer Options	Response Percent		Response Count			
answered question			9			
skipped question			247			
<i>"As a member, I don't make a distinction between the member site and the public site. For me, all of this is the same, with slightly annoying password requests from time to time. I do not know when I'm on the member site and when I'm not."</i>						
MEMBER RESPONSE ANALYSIS:						
<ul style="list-style-type: none"> About 60% visit the Member HP regularly, but generally just a few times a year for specific tasks. Over 20% of Members don't use the page. 74% are in favor of a Dashboard, but it's less clear if there would be value in bubbling up content from the public HP. I think a clearly designed dashboard is going to serve the Members well and will address most of the issues & requests. 						
** Should the Member & Public sites be more distinct, or is the goal to provide a "seamless" experience?						
-- GENERAL SURVEY RESUMES --						
Q16. How often do you visit the W3C home page?						
** 63% of those surveyed visit at least once a month.						
Answer Options	Response Percent		Response Count			
Daily	7.10%		14			
Weekly	32.10%		63			
Monthly	24.00%		47			
A few times a year	32.70%		64			
I have never visited the W3C home page	2.00%		4			
Other (please specify)	2.00%		4			
		answered question	196			
		skipped question	60			
Q17. What features/information do you use on the current home page?						
** Most used: Links to Standards+, links to Validators, News, W3C Blog						
Answer Options	Response Percent		Response Count			
News	49.20%		88			
W3C blog	39.10%		70			
Talks and Events	18.40%		33			
Links to jobs	4.50%		8			
Links to validators	52.00%		93			
Links to standards and other materials	74.30%		133			
Member testimonial	1.70%		3			
		answered question	179			
		skipped question	77			
Q18. What features or improvements would you most like to see on the public home page?						
<p>Top Requests: #1 Make it easier to find relevant Standards/Get to Specs; Quick links; #2 Improve Organization/IA; Less Content; Progressive Disclosure (news, etc.); #3 Responsive Design; Update Look & Feel; more White Space</p> <p>#4 Improve Search; bubble up common/frequent Searches; better Accessibility</p> <p>#5 Donation/support button; clearer info on How to Get Involved; find WGs easily</p> <p>#6 More translated docs</p>						
Answer Options	Response Percent		Response Count			
answered question			56			
skipped question			200			
<i>"Better organization. Less clutter. Clearer actionable things to do depending on the audience."</i>						
<i>"A tailored specification search would be useful. Right now, when I enter "CSS" in the Google search box at the top, I get mostly irrelevant stuff, hard to sift through. Instead I would like to see a clear, preferably short, list of relevant specifications, ordered and colored by their status (Spec --> WG Note) etc. Other, non-spec bits could be listed further below."</i>						
<i>"Stop hiding content with scripts that slow down my browser and make it harder to get to the content I care about. It is a real art to find content now when I'm looking for something in particular. Really a problem on the TR pages, but the organization into "buckets" that mean different things than my own mental categorizations, and not enough cross-links between them, makes it really hard to find stuff."</i>						
HOME PAGE QUESTIONS ANALYSIS:						
<ul style="list-style-type: none"> The public HP is widely used with 63% visiting AT LEAST once a month. Standards & Validators are most used links, followed by News & the Blog. Links to translated specs sorted by frequency of use is a common request. Since nearly 75% of those surveyed use link to specs from the HP, I think the W3C should consider linking more closely at tracking usage and adjusting content based on real usage data. 						
Q19. When considering adjustments to the style for W3C Standards and Drafts (e.g. CSS Media Queries), please rate the following in terms of importance to you:						
<p>Top Requests: Better typography; Clearer indicators of doc replacement & maturity; Integration of related materials; Tools & Narrower columns</p>						
Answer Options	Essential	Important	Somewhat Useful	Not Useful	Rating Average	Response Count
Better Typography	47	40	39	12	2.12	138
Narrower column width	26	32	47	33	2.63	138
Less status information up front	14	37	63	19	2.65	133
Clearer indication when document has been superseded	41	61	19	7	1.87	138
Clearer indication of document maturity (on the recommendation track)	56	62	24	7	1.94	139
Integration with related materials (tests, developer documentation, etc.)	41	60	29	5	1.96	139
Tools for making it easier to review and comment on a specification	45	50	40	7	2.09	138
Other	7	6	5	15	2.85	33
Comments						19
Other: "Jump to" links to sample code; links to related/competing standards; pagination; mobile interface; multiple views; print styles; start content earlier (condense abstract, etc.)						141
						115
<i>"less circular jumping around in standards documents... I can't tell you how many times I've clicked on a link to learn more about a keyword or topic, only to be taken to the heading for the topic that I'm already looking at or a passing reference to the same topic that again links to nowhere useful. It's like you're filling the page with links for improved SEO that doesn't actually benefit the user."</i>						
<i>"Stop hiding things under expandos and different views of the page that force me to go through several steps to find a particular document."</i>						
Q20. Which filter options on the Standards and Drafts index do you use most frequently?						
All filters seem to be used, but Esp. Standards Only.						
Answer Options	Response Percent		Response Count			
All	41.70%		43			
Standards only	54.40%		56			
Drafts only	14.60%		15			
Reviews/approvals	3.90%		4			
		answered question	103			
		skipped question	153			
Q21. Which sorting options on the Standards and Drafts index do you use most frequently?						
Sorting most used: Technology, Status & Date. Editor rarely used.						
Answer Options	Response Percent		Response Count			
Technology	59.80%		55			
Status	32.60%		30			
Date	28.30%		26			
Title	20.70%		19			
Working/Interest Group	23.90%		22			
Editor	2.20%		2			
		answered question	92			
		skipped question	164			
Q22. Do you have any recommendations for the Standards and Drafts index?						
<p>Top Requests: Search field; get rid of Click-to-open sections (show users down); do sorting & filtering on the client-side to make it more responsive; show only Recs by default.</p>						
Answer Options	Response Percent		Response Count			
answered question			23			
skipped question			233			
<i>"I had not seen the standards/drafts index page before. I tend to use google. e.g. "HTMLS" or "WCAG 2" and go straight there. Sometimes need to use the "latest version" link when I get there. Might try it now though!"</i>						
Q23. Are the "current status" pages useful (e.g. CSS Current Status)?						
** If people know they exist, they seem to find them useful. A striking 46% don't know they exist!						
Answer Options	Response Percent		Response Count			
Yes	47.50%		67			
No	6.40%		9			
I didn't know they existed.	46.10%		65			
		answered question	141			
		skipped question	115			
Q24. Are the labels for groups of reports on the Standards and Drafts index useful?						
** These don't seem to be working as well. 52% don't know they exist!						
Answer Options	Response Percent		Response Count			
Yes	36.50%		50			
No	10.90%		15			
I didn't know they existed.	52.60%		72			
		answered question	137			
		skipped question	119			
STANDARDS & DRAFTS QUESTIONS ANALYSIS:						
<ul style="list-style-type: none"> Striking number of folks weren't aware of the "current status" (46%) & Standards and Drafts index (62%) pages. A couple of those people said that they would use them NOW b/c they seem really useful. Need to bubble these up. Most of the adjustments to the docs themselves are targeted more, and some good suggestions for UI (print styles). Running theme for the requested changes: It takes too long/is too difficult to get to the CONTENT I need to use. 						