
INTRODUCTION

Example:

Thank you for taking the time to answer some questions about the SITE NAME.

The questionnaire will take about __ minutes to complete.

Your comments will be greatly appreciated.

Any answers you provide will be anonymous and treated as strictly confidential.

DATA PROTECTION

☐ I agree that INSTITUTION NAME may collect details for the purposes of processing this form

YOUR DETAILS

Your gender

- ☐ Male
- ☐ Female
- ☐ Not answered

Your postcode

How old are you?

- ☐ Under 16
- ☐ 16 - 19
- ☐ 20 - 24
- ☐ 25 - 29
- ☐ 30 - 34
- ☐ Etc.
- ☐ Not answered

Your occupation (PERSONALISABLE)

- ☐ School student
- ☐ School staff/teacher
- ☐ University/College student
- ☐ University/College Staff/Teacher
- ☐ Researcher
- ☐ Professional/Businessman
- ☐ Journalist
- ☐ Tour/Travel professional
- ☐ Public servant
- ☐ ICT Professional
- ☐ Home maker
- ☐ Retired
- ☐ Enthusiast
- ☐ Parent
- ☐ ...
- ☐ Not answered

Your level of education (PERSONALISABLE)

- ☐ Primary school
- ☐ Secondary school
- ☐ Bachelors Degree
- ☐ Masters degree
- ☐ Doctorate
- Other

Your main field of activity (PERSONALISABLE)

- ☐ Archives
- ☐ Libraries
- ☐ Museums
- ☐ Research
- ☐ Teaching
- ☐ Tourism
- ☐ Culture heritage administration
- ☐ Publishing/Audiovisual
- ☐ ...
- ☐ Not answered

What country do you live in? (LIST)

What region/city do you live in? (LIST)

Which languages do you know? (LIST)

Your connection to the Internet

- ☐ Dial up
- ☐ Broad band (DSL, cable modem, T1)
- ☐ Not sure

If you are you disabled, from what kind of disabilities do you suffer?

- ☐ Visual disabilities
- ☐ Hearing disabilities
- ☐ Learning disabilities
- ☐ Mobility disabilities

YOUR VISIT**How often have you visited our website/portal?**

- ☐ First time visitor
- ☐ Seldom
- ☐ Monthly
- ☐ Weekly
- ☐ Daily

Have you visited INSTITUTION NAME in person? *

- ☐ Yes
- ☐ No

What did you know about INSTITUTION NAME before visiting the website? *

- ☐ Nothing
- ☐ The name, but little else
- ☐ Some idea of what the Museum/Archive/Library is and how to visit
- ☐ A great deal about what the Museum/Archive/Library offers and how to visit

Comments

REASONS FOR VISITING OUR SITE

Why did you visit this website? PLEASE MARK ALL THAT APPLY (PERSONALISABLE)

- ☐ to learn about the INSTITUTION NAME
(what it is, what it does, its history, and its mission, contacts)
- ☐ to arrange a visit to the INSTITUTION NAME*
- ☐ to conduct research on
(please be as specific as possible, i.e.: genealogy, tourism, digitisation, etc.)
- ☐ to find information for my thesis or dissertation
- ☐ to find help with homework
- ☐ to find a job
- ☐ to use online services (subscriptions, reference, reservations, etc.)
- ☐ to view online exhibitions
- ☐ to learn about events and news
- ☐ to learn about educational activities and available materials
- ☐ to use the e-learning platform
- ☐ to visit the online store
- ☐ to consult the digital library/online databases etc.
- ☐ to download text/images/video/audio content
- ☐ to download forms
- ☐ to play games
- ☐ to make a donation
- ☐ just to browse
- ☐ to use the community tools (blogs, chats, forums, ikis, etc.)
- ☐ ...

Do you regularly use the following databases? MARK ALL THAT APPLY (PERSONALISABLE)

- ☐ x
- ☐ y

RATE THE TECHNICAL ASPECTS AND THE LOOK/VISUAL APPEAL

Navigation/Organisation of the website

- ☐ Like it a lot
- ☐ Like it
- ☐ Neutral
- ☐ Don't like it
- ☐ Really don't like it

Design/Overall look of the website

- ☐ Like it a lot
☐ Like it
☐ Neutral
☐ Don't like it
☐ Really don't like it

Colour scheme

- ☐ Like it a lot
☐ Like it
☐ Neutral
☐ Don't like it
☐ Really don't like it

What do you like or not like about the look of our site?

What operating system are you using? (LIST)

At what resolution is your monitor set? (LIST)

What browser are you using? (LIST)

Please rate the download time of the homepage

- ☐ Fast
☐ Average
☐ Slow

MISSION TRANSPARENCY

Is the mission statement prominently displayed? ☐ Yes ☐ No

Does the mission statement clearly state the aims, nature, owner and content of the site? ☐ Yes ☐ No

Does the homepage state clearly the identity of the organisation Responsible for the creation and maintainance of the site? ☐ Yes ☐ No

QUALITY OF CONTENT AND SEARCH MODE

Can you say in 1 or 2 sentences, what you think the aim of SITE/PORTAL NAME is? **.....

If you had to describe the range of the content covered by SITE/PORTAL NAME to a friend or a colleague in 1 sentence, what would you say? **.....

If you had to explain to a friend or colleague about the sources used for the content of SITE/PORTAL NAME, what would you say? **.....

Did you find what you were looking for?

- ☐ Yes
☐ Yes, but just browsing
☐ Yes, but with difficulty
☐ No

Do you think this is the right website to make your search?

- ☐ Yes
- ☐ No

When you visit the website, how often do you find the information you are looking for?

- ☐ Always
- ☐ Most of the time
- ☐ Some of the time
- ☐ Rarely
- ☐ Never

How easy is it for you to find information on our site?

- ☐ Very easy
- ☐ Easy
- ☐ Neutral
- ☐ Difficult
- ☐ Very difficult

What was the last thing you looked for on this website but you could not find?

How would you rate the content of our site?

- ☐ Very good
- ☐ Good
- ☐ Average
- ☐ Poor
- ☐ Very poor

How do you find our search tools?

- ☐ Very good
- ☐ Good
- ☐ Average
- ☐ Poor
- ☐ Very poor

What do you think of our language style and the terminology used?

- ☐ Very good
- ☐ Good
- ☐ Average
- ☐ Poor
- ☐ Very poor

What do you like most about our site?

Would you like if our website had more interactivity (Web 2.0)?

- ☐ Yes
- ☐ No
- ☐ Not answered

Would you be interested in these features in a restyled website/portal? (LIST) (PERSONALISABLE)

i.e.

- ☐ Feeds for new information
- ☐ Videos/Podcast
- ☐ Blog
- ☐ Wiki
- ☐ Online video tutorials
- ☐ Image sharing
- ☐ Games/quizzes
- ☐ Competitions
- ☐ Ability to listen to oral stories online
- ☐ Bookmarking tools
- ☐ ...

How likely are you to use our site again?

- ☐ Yes definitely
- ☐ Probably
- ☐ Never
- ☐ Not answered

What digitised contents would you like to see on the website?

Would you use the search function on a site like this?

- ☐ Yes
- ☐ No

Which search functions do you use most often? (PERSONALISABLE)

i.e.

- ☐ By author
- ☐ By chronology
- ☐ By institution
- ☐ By collection
- ☐ By map
- ☐ By simple search
- ☐ By advanced search
- ☐ By theme
- ☐ By user profile
- ☐ By scenario
- ☐ ...

COMMENTS AND SUGGESTIONS

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THANKS PAGE

Example:

Thank you once again for your assistance. Please, leave your e-mail address below to enter our prize draw to win/receive a as a thank you for your help.

The information you have provided will not be passed to any third parties or used for any commercial purpose.

Would be willing to take part in future surveys as the SITE/PORTAL develops?

- ☐ Yes
- ☐ No