

CYC Activity 36: The On-line Survey Software System Member Responses at a Glance

Activity 36 was the third and final in a series of activities designed to collect feedback about the CYC forum software system. Beginning in December 2005, major changes were made to the Canadian Youth Connection forum administrative software. In December, the out-of-the box software used to run the forum was replaced with a customized forum software featuring a faster and easier member application process. February saw the launch of an on-line survey software system that allows members to log in and complete CYC consultation activities on-line instead of using word-processing software.

For Activity 36, members were asked to provide feedback on a new on-line survey software tool. This tool makes it possible for members to participate in activities on-line without having to send submissions via email. It also makes it possible for forum administrators to keep track of members' participation and to create reports quickly and easily.

Question 1: Do you think the hyperlink that you click on to go to the activities is displayed prominently enough on the forum or should we do something to make it more visible?

Response	Number of Participants	Percent of Participants
No, it is fine as it is.	10	50%
Yes, it needs to be made more visible.	10	50%

Question 1 b: If you said 'yes,' what should be done to make the link more visible?

Responses

The link could be in a bold or larger font, which would help users to recognize its importance.

I think something as simple as bold letters saying "GET INVOLVED NOW" or something along those lines could make it a lot easier. You could also almost forget about putting that thing about look for such and such or click here. Just say click here to "get started". A larger font and more distinctive colours would be greatly appreciated.

I didn't think that the link underneath the name was visible enough to begin with because I couldn't find it, but now that I know where it is I feel that the position and size is effective. But maybe you could have a link higher on the page, or in a different color, if you really want to change something. I feel that a different font type or size would disrupt the continuity of the layout, but a higher link (top of the page maybe) or slightly brighter color would be an easy way to change a little bit to make a big difference. I no longer use the topic link (under thoughts and views) because it is too much to navigate through, since it lists all the previous ones too, but it is displayed well enough.

I usually don't even notice when there is a new activity until I actually click on the bottom of the webpage on the view new posts. I think if possible perhaps having a new or current activity in a different color such as a bright red, and once the deadline has passed having it turn back to the same color as the other text.

The link can be more accessible if it is near the top of the page. Having some graphics would also help a lot.

Tout est bien. Quand on va sur les liens en bas de la page, on voit directement que pour participer à une activité, il faut cliquer sur le lien convenu.

I think that a simple solution would be to have the text for the "activities" link in a different color. However, this could cause issues if users have set their browser to override any .css (cascading style sheet) files or the font formatting. As an alternative, there could be a link at the top of forum room menu that leads to the activity page. Centering the link would also help. Finally, perhaps another solution to making the activities more noticeable, one that would not involve changing the actual forum content or layout, would be to introduce some sort of option for either email notification or an RSS feed. Either one of these would be an excellent way to ensure that forum members were aware of the posting of a new activity.

Make it into a graphic link rather than just a text hyperlink. Something which catches the eye. Maybe those links at the bottom could go near the top of the page so everyone sees them right away instead of having to scroll to the bottom.

Perhaps you can place the activities section closer to the top and put the least important ones at the bottom.

Fine where it is.

The primary function of the website is to get youth feedback. This would be easier if the link were more visible; youth would more easily be able to come directly to the activity.

Put link higher up. Have a count next to the link of how many activities are current. Have a special font/sign when a new activity is posted.

Add colour to it.

Question 1c: Pop quiz: what are the different ways you can access a forum activity?

Responses

Si on n'y a jamais été, on peut aller sur lire les nouveaux message. il y a aussi en cliquant sur la categorie activité

Through the "Activities" thread, by viewing a post made by the moderator, and through our user profile's "participate in an activity."

Through the forum activity list-Clicking "here" and...ummm not sure, but it should be made easier so that you dont confuse people with so many different ways to access it.

Oooh....that's a great question. There's a link at the bottom of the page, right under your username, that says "participate in an activity" and there's a topic-link (under thoughts and views, above creative corner) that says "activities". Besides that, I have no idea. Certainly relates back to the first question well...

Under "General Discussion "Under "Activities""Participate in an Activity" Link.

You can click on the link in the forum on the topic activities, click on recent posts, and click through a link that is posted when a new activity is posted, on the bottom of each page once logged in click on the participate in activity.

On peut aller en bas de la page de connexion à CJC, sur lien participer à une activité.On peut aussi aller sur le lien Activités à la page principale du forum et chercher le message de l'activité.On peut aussi aller sur le lien Voir les nouveaux messages et chercher pour le message de Danielle ou de Marc T, les deux modérateurs du forum et cliquer sur le lien ou sur cliquer « ici ».

At the bottom of the page, there is the "Participate in an Activity" link;-- There is the activity link from the main forum room page;Those are the only two ways that I know of that currently lead to the activity forum.

Through the hyperlink at the bottom of the main message board page.- From the Activities message board link and then to the certain activity-From the new posts by the moderators informing us that there is a new activity up!

In the Activities section or on the main page not part of the forum there should be a link/reminder.

Through the activities section or a link from the General Discussion where the moderators usually inform us of the activities.

Link at bottom of page: "Participate in an Activity""Activities" Category.

Bottom of page.

Go to activities.....and click on.

Via the thread it has been posted in (in the Activities section) or from the "Participate in an Activity" link on the bottom of the pages.

Forum activities can be accessed either by navigating to the activities section in the forum or by clicking on Participate in an Activity under the user name at the bottom of the page.

Scrolling down or clicking link.

By clicking down on your profile.

De cliquer sur la section participer à une activité.

I can only think of the main page... clicking on activities?

Question 2a: Does the on-line survey software tool that members use to complete activities have an intuitive design (ie. is it obvious just by looking at it how to use it)?

Response	Number of Participants	Percent of Participants
Yes	20	100%
No	0	0%

Question 2b: If you said 'no,' what do you find difficult to understand when using the survey tool?

Responses

N/A

Question 3a: You may have noticed while completing survey activities that some questions are marked as 'required questions.' What do you think this means?

Responses

Ce sont les question les plus importante (bien que toute les question soient importante)

These questions are mandatory, and must be answered in order to move forward with the activity.

Required questions' are questions which need to be answered in order to continue. Side note: I havnt noticed the thing about required question until just now.

It means that these questions are ones that you have to answer in order to consider your questionnaire complete. They are also probably the questions that the lovely CYC team wants to emphasis, with the other questions either being an afterthought or a sidenote... or too personal to ask.

I think that is means if you are going to participate in the activity and have it credited towards winning a prize you must answer that question for the activity to be considered complete. Until this question I never noticed the required question marking questions. I think it needs to be made more prominent. This could be done perhaps by making the text bold and larger than it currently is. A different color might also draw a persons attention to the fact the question must be answered. Or perhaps even better the whole question is a different color than the non-required questions.

I think it means I have to answer it... or else something evil will happen..

Ces questions sont importantes pour les modérateurs afin d'améliorer le site du forum ou le site web de jeunesse.gc.ca ou même d'avoir de l'information importante afin que les modérateurs les rapportent au gouvernement (l'État) et pour qu'ils puissent produire un rapport d'activités concis et rapide pour que les jeunes puissent y jeter un coup d'oeil. Tout cela est pour l'avenir des jeunes, qui sont maintenant le fruit de la vie active.

A response must be submitted for the question or the activity cannot be submitted. However, they are not very visible. Though I typically try to provide detailed answers, which generally leads me to answer almost all questions, others may not be so inclined. For these individuals, attempting to complete the activity only to find out that they did not answer a 'required question' could be frustrating. My suggestion to resolve this would be to have the phrase in italics or an alternate color. However, this solution leads to the same issue as I mentioned earlier in the activity.

They are required. Its obvious to me that you need these questions to be answered (such as this question).

That this is one of the most important and valuable questions that you must answer. I do not think it is clear enough until the page tells you that the survey is incomplete.

This means that these questions must be answered for the activity to be submitted properly.

Means you HAVE to fill them out... otherwise it doesn't work!

That you have to do them.

Questions that need to be answered.

That they are necessary in order to complete and submit the survey.

This means that the questions must be answered and are crucial to the accuracy of the survey.

Need to answer.

This means that you have to answer the questions.

Que nous devons obligatoirement répondre à cette question pour compléter le formulaire

That we have to answer it before we can continue to the next set of questions.

Question 3b: Are the words "Required Question" visible enough on the screen?

Response	Number of Participants	Percent of Participants
Yes	8	40%
No	12	60%

Question 4a: Are the survey tool interface and the layout of the questions well-organized and easy to read?

Response	Number of Participants	Percent of Participants
Yes	19	95%
The organization and layout are okay, but they could be better.	1	5%
No	0	0%

Question 4b: If you did not answer 'yes,' how could they be improved?

Responses

I think they're great; thumbs up!

The only complaint I have is when I enlarge the fonts, the text in these boxes doesn't get any bigger. I would also prefer a spell check, but that might be asking too much.

I find it easy to go from step A to step B without the slightest problem.

Question 5: Are there any other changes or improvements you would like to see made to the on-line survey software tool?

Responses

Je trouve l'outil de sondage tres bine, j'apprecie le fait qu'on puisse en tout temps venir modifier certaine reponse tant que l'activité n'est pas terminé!

I think the on-line software tool is much more user friendly and easy to complete than the old 'email' system. I find it convenient to start and stop on the activity as needed, and as my time permits. As well, I can easily change my address and email if something has changed or I will be visiting another location for a certain time period.

I personally like it as it is. Its very easy to use and even computer illiterate people like myself am able to use it without messing up to much.

Nope, this rocks and is a big improvement from the e-mail system. Kudos on the change and keep up the good work!

I have to say that I really enjoy the online tool and I think its an excellent improvement, perhaps one thing I would add would be a spellchecker/grammar check. I know that most of the youth answer questions directly into the text box. It would be nice to be able to make sure there are no misspelled words or grammatical errors before submitting. At the same time as having this it is important that the speed of loading the page is not sacrificed.

I would suggest not making the questions bold.

Cela serait bien de le mettre en évidence sur la page principale de jeunesse.gc.ca comme les sondages du mois du côté droit de la page une. Il pourrait se placer sur le côté gauche de la page principale du site.

I am not certain what program you are using to allow us to submit formatted text responses, but I find that a computer system takes longer to load these text boxes than it does a regular text box. Further, I cannot recall ever using the formatting option. I would suggest doing a survey to see how many people actually use formatting in their responses to these activities. If there are none, then perhaps the activities could do with regular text boxes. If there are some, then perhaps as a compromise there could be two versions of the assignment -- one that has text boxes that permit formatting and one that has regular text boxes.

No. I find this a huge jump forward from the old way of doing it. I give it an A+ :)

I think that overall the software works well and is easy to understand. It might be nice to have a clear button that allows you to save your information in the middle of the page. It would also be more visible if the required question marker was red or bold.

Not really... I like the fact that we no longer have to use Word and then email things to you... makes life a lot easier!

It's very blah. More vibrant colours. etc. etc.

No.

I think the new tool is fantastic. It allows for more rapid response with less time required to do so. It also eliminates the format and file problems that plagued the old system.

Text that is pasted in should be automatically formatted. When holding the cursor over the buttons 'previous' or 'next' instead of completely disappearing they should instead become lighter in colour but still visible.

Non.

Maybe an auto-save function that would save your survey automatically so that we don't have to start all over again in case we need to do something else.