**BCLGA Website – Questionnaire**

The new website has been operational for 8 months now and we are a long way through the main playing season. We would like to review how the new website is functioning, so that we can make any changes or improvements to it during the "quiet" period from the October 2019 to March 2020.

The questionnaire below is anonymous and we hope easy to complete.

Previous Website (working until December 2018)

1 How often did you refer to the old website?

a) never ❑

b) 3 to 4 times a year ❑

c) monthly ❑

d) weekly ❑

c) more frequently ❑

2 What did you use the old website for?

a) general information about who to contact about what in the County ❑

b) general information about what was going on in the County - "news" ❑

c) information about specific competitions, entry forms, progress with   
knockouts etc ❑

d) information about age-specific competitions (juniors, seniors etc) ❑

e) information about the County team at County Match week/National

Finals Week ❑

f) information about County policies and procedures (Constitution,

Safeguarding policies etc) ❑

g) Anything else - please list ❑

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New Website (launched December 2018)

3 How often do you refer to the new website?

a) never ❑

b) 3 to 4 times a year ❑

c) monthly ❑

d) weekly ❑

c) more frequently ❑

4 What do you use the new website for?

a) general information about who to contact about what in the County ❑

b) general information about what was going on in the County - "news" ❑

c) information about specific competitions, entry forms, progress with

knockouts etc ❑

d) information about age-specific competitions (juniors, seniors etc) ❑

e) information about the County team at County Match week/National

Finals Week ❑

f) information about County policies and procedures (Constitution, policies etc) ❑

g) Anything else - please list ❑

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5 How easy do you find the new website to navigate?

a) very difficult - can never find what I want ❑

b) not very easy, but I usually find what I want in the end ❑

c) neither easy nor difficult, can find what I want ❑

d) easy enough - can usually go straight to what I am looking for ❑

6 If you answered a) or b) to question 5, please specify what aspects in particular you have difficulty finding:

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7 Is there anything specific you would like to see changed about the new website or added to it? Please list:

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8 Have you opted-in to receiving newsletters?

Yes ❑

No ❑

Don't know what this is about or how to do it ❑

9 If the answer to question 8 is yes, please list the last 2 newsletter topics you can recall receiving:

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10 Lastly a little bit about yourself please, just so we can put a context on answers received;

a) Are you a junior, adult or senior BCLGA member?

Junior ❑

Adult ❑

Senior ❑

b) Would you describe yourself as a frequent user of the internet

Yes ❑

No ❑

c) Are you, or have you been, your club Ladies' Captain, Ladies' Vice-Captain,

County Delegate or served on the BLCGA committee within last 5 years?

Yes ❑

No ❑

d) Do you enter County competitions on a regular or even occasional basis?

Yes ❑

No ❑

e) Is your handicap:

10 and below ❑

11 to 20 ❑

21-36 ❑

37 + ❑

11 Is there anything else you would like to feedback to us about the new website?

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Thank you for your assistance.