

California Coastal Commission
Web Site Usability Questionnaire
August, 2002

1. Do you refer to the Commission's web site on a regular basis? yes _____ no _____
If yes, how frequently? _____ a few times daily
_____ a few times weekly
_____ a few times monthly
_____ a few times a year

2. If you answered 'yes' to #1, what are the **main purposes** you have in mind when you visit the Commission's web site?

3. a. If you answered 'yes' to #1, which **existing features or pages** do you typically go to on the Commission's web site?

- b. What do you find **most useful** on the Commission's web site?

- c. What do you find **least useful**?

4. Regardless of your answer on Question #1, what are the top things you would **expect** to find on the Coastal Commission's web site? (that is, what would you expect to find on the web site of a state coastal management agency with responsibility for coastal zone planning, review of new development, public shoreline access, public education, etc.)

5. Is there anything not noted above that you would **expect to find** and currently **do not find** on the Commission's web site?

6. Any other **comments or suggestions**?

7. Do you regularly refer to other government web sites? yes _____ no _____
If yes, please cite any that you find particularly useful:

8. What is your usual connection speed to the internet? ____28.8Kbps ____56Kbps
____ DSL ____T-1 ____T-3 or greater

9. Please check all that apply: I am a student ____ researcher ____ educator ____
coastal permit applicant/representative ____ government staff or official ____
interested member of the public ____ I live outside California ____

After printing this and filling it out, please send it to:

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