Lakekit.net 2017 Survey Results

Each survey item is stated below. If response options were provided, the options and number of responses for each option follow the item statement. Listed next are the text comments associated with the item. Items 9 and 10 have only text comments. Some text responses have been edited to maintain the respondent's privacy. Network manager comments to text responses are shown between square brackets. Survey responses were received from 14 of the 17 network members.

Item 1. Your Organization Name

[Organization's Name not shown to maintain privacy.]

Item 2. Is your website an important component of your organization's communication process?

Yes - 11
Minor importance - 2
No - 1

Optional comment - what, if anything, needs improvement?

- Adding a website to our communication toolkit was an important part of our Lake Management Plan.
- Is it possible to have a "blog-like" page organized and formatted to be easy to make quick announcements? [*Yes, please contact the network manager for step by step instructions. - Ed.*]
- Once the snow flies and I have more time, I will be updating our site and adding a lot more info. At that time, it will be a much more integral part of our association.
- By having website…all now have a place to view data, use resources to help in lake management and understanding of key issues many water bodies and waterfront property owners face. Offers a convenient one-step place to go to for information.
- It would be important, but I haven't felt I had the knowledge to build the site appropriately. Time to learn more is an issue. Still have the goal of getting it going.

Item 3. Has the network been meeting your organization's expectations?

Yes - 13
Not Completely - 0
No - 1

Optional comment - what changes would you recommend?

- It's been terrific.
- The assistance has been outstanding! When I do have a question or issue, it is immediately addressed and we find a solution. I can't ask for a better organization!

Item 4. Is your organization getting enough help from network management to build, maintain, and improve your site?

Yes – 13
More help would be good to have. – 1
No – 0

Optional comment - what should the network do to help?.

- I could benefit from some guidance on more effective and efficient ways to deal with photos. My experience is that the placement of photos on the page is anti-WISIWIG, is somewhat random and almost impossible to move them to display the way I want. [*The built-in editor is not always easy to work with images. Adding a plugin that is makes working with images easier is under evaluation. - Ed.*]
- Always very promptly provided support. I would be lost without this.
- Maybe post WordPress User Guide somewhere for reference (or tell us again where it is posted), so can use for self-help. [*Visit lakekit.net. The right sidebar has several links to user guide help.-Ed.*]
- Fantastic support!

Item 5. Would you occasionally like to ask for help from other members?

Yes – 9
No – 5

5a. If you answered "Yes" in item 5 above, please select the closest explanation for preferred help.

- Send questions in an email to a group of members who have offered to help. - 5
- Post questions on our Facebook Group Lakekit Talk. - 4
- Use a phone conference call for members to ask questions. – 0

Item-6. Would you like better options to enhance your site with color, images, slides... than currently available?

Yes – 2
Maybe – 5
No - 6

Optional comment - Describe options desired.

- Not sure. We like what we have because the site is simple. We've had good feedback from members that it is very easy to navigate and find what you want on the site. It's possible that we might enhance it in the future, but I don't think it's critical.
- Not really at this time, but probably will play with improvements in future when more confident.
- There are a few widgets that I think our site would benefit from. I have to do a bit of research to see what ones they would be.
- Also in answer to #5 - as long as help is good as it is currently, Facebook – think it's a good system. Like having option of individual query/e-mail or post on Facebook when have more time to get answers/feedback – both are great!

Item 7. A $50 membership fee will again apply next year. This fee pays for hosting and professional services if needed. Does your lake organization plan to continue membership in 2018?

> Yes – 12
> Not sure – 1
> No – 0
> We already renewed for next year. - 1

Item 8. Starting In 2019, we may not have enough volunteer help to do all the technical management tasks needed to keep the network running smoothly. Plans are to contract for this maintenance support. Paying for this support could be through increasing the number of members and/or increasing the membership fee. If increased membership is insufficient to pay for the needed maintenance support, which choice below most closely fits your organization's ability to pay annually starting in 2019:

> We could handle a fee increase to $200. – 1
> We could handle a fee increase to $150. – 2
> We could handle a fee increase to $100. – 10
> The fee must stay at $50. – 1

Item 9. If you know of someone to contact that might be interested in volunteering for some of the network technical tasks, please enter contact information below.

- I may be able, but frequently without internet access.
- I would love to assist with this, but at this time I do not have any additional time. I hope this will change in the next 2-3 years.
- Not now, but maybe in time, some of us may get more knowledgeable that could help others in network.

Item 10. Please add any additional comment below.

- Back to #8 – not sure what capacity for a higher membership fee could be, but know that the $50 fee was perfect for us. Not so sure that $100 would be within our ability unless private donation took over website membership fee (also an option).
- Regarding question 8, I would need to have the board consider the increase. I suspect the board would approve, however, I have been informed by various association members that I could have a website hosted for less than $50. But I'm the one doing the website work and appreciate the convenience and the training provided. [*Many, options exist to build sites without coding. Each has pluses and minus which take time to evaluate. When less than $100 per year (after discounts expire), features and functions and support are often too limited for a lake organization to maintain their own site. – Ed.*]
- We could pay more than $100, but we are a very small organization, and would prefer to stay at the $50 to $100 level, if possible.
- Not sure if board would allow fee increase to $100. I am just speaking on their behalf. Would have to ask them.
- Thank you for providing this service. It is extremely valuable to our very, very small Lake District.
- Thanks for all you do.
- Thank you for all of the support.
- Thank you for ALL the time you took to answer my questions, especially at the end when closer to having our website go active. Have no negatives from experience, just grateful positives!
- The site and help you have offered has been great and very much appreciated. I have heard nothing but positive comments from our members and board. Thank you!
- Big thanks for offering this. Without it, we would have no site.
- Thank you so much for all you do! It is always a pleasure to work with you.
- I am still very novice at the use of the website and look forward to any learning I can glean from the community!