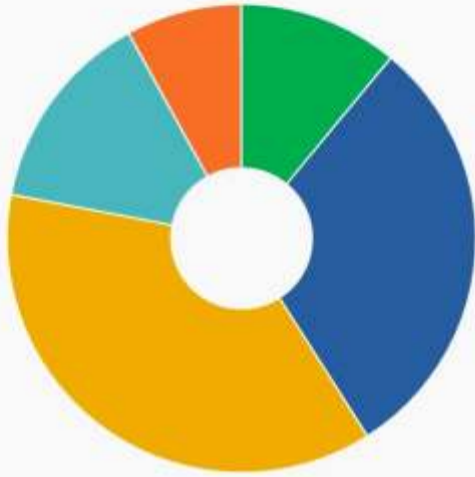


Website Feedback

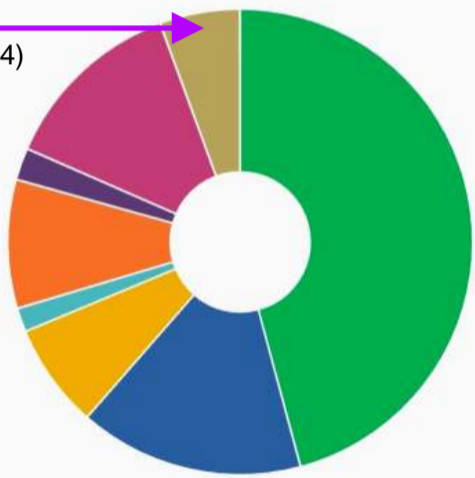
1. Overall, how well does PHCC's Website meet your needs?



| | | | |
|--------|-----------------|-----|----|
| 78.00% | Extremely well | 11% | 11 |
| | Very well | 30% | 30 |
| | Quite well | 37% | 37 |
| 22.00% | Not so well | 14% | 14 |
| | Not at all well | 8% | 8 |

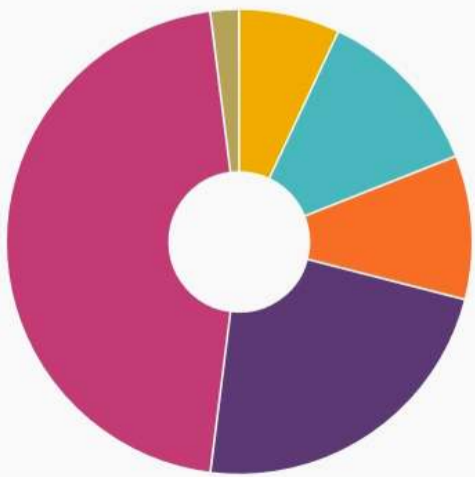
2. What main paddling interest do you have with PHCC ?

'Other' Included:
Coaching & leading (4)
Juniors (1)
Polo (1)
Supporting (2)
Surfski (1)
GP (1)



| | | |
|--|-----|----|
| Sea Kayaking | 82% | 82 |
| Open Canoe | 28% | 28 |
| K1 Train/Race | 13% | 13 |
| Slalom | 3% | 3 |
| White Water/Rivers | 16% | 16 |
| Paddle boarding | 4% | 4 |
| General Interest | 23% | 23 |
| Other - Perhaps Coaching or Supporting ? | | 10 |

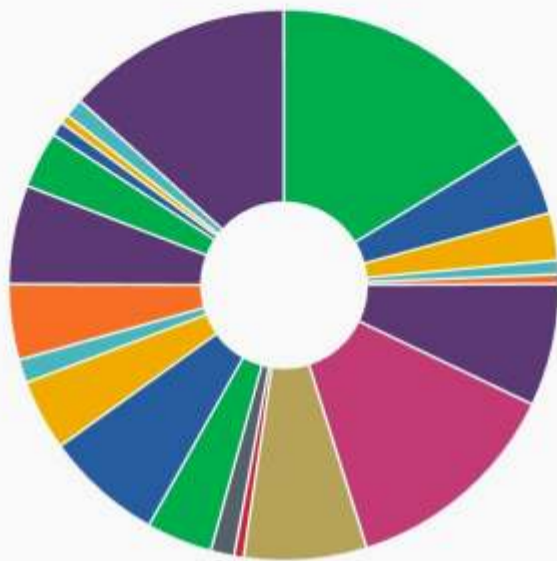
3. How frequently do you visit the PHCC website/ Which best describes your frequency of visits ?



| | | | |
|--------|------------------------|--------|----|
| 50.54% | Usually every few days | 5.38% | 5 |
| | About once each week | 10.75% | 10 |
| | About once a fortnight | 10.75% | 10 |
| | About once a month | 23.66% | 22 |
| 49.46% | Infrequently | 47.31% | 44 |
| | Other (please specify) | 2.15% | 2 |

Website Feedback

4. What areas of the site do you use ?
(Please tick those you use when visiting)

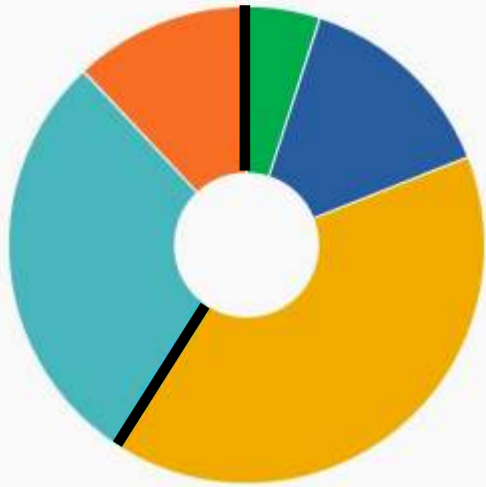


| | | |
|----------------------------------|-----|----|
| "Whats On" page | 59% | 59 |
| Riverside Section | 16% | 16 |
| Riverside specific website | 10% | 10 |
| Slalom Pages | 3% | 3 |
| Polo Section | 2% | 2 |
| PHCC Kayak Canoe Buy Sell | 26% | 26 |
| Members' Password protected area | 47% | 47 |
| Club Night Rota | 26% | 26 |
| Juniors Section | 2% | 2 |
| Contacts Pages | 5% | 5 |
| E-News letter | 14% | 14 |
| Training | 25% | 25 |
| PHCC Photo Comp | 15% | 15 |
| FlickR link | 5% | 5 |
| Harbour maps/info | 16% | 16 |

| | | |
|--|-----|----|
| Tides & Times | 21% | 21 |
| Swell Heights | 12% | 12 |
| Moon Phases | 3% | 3 |
| Clothing Orders | 2% | 2 |
| WebCollect | 4% | 4 |
| None | 0% | 0 |
| Do you Use the PHCC Facebook group for information too ? [or enter "Non-FB" if necessary] | | 48 |

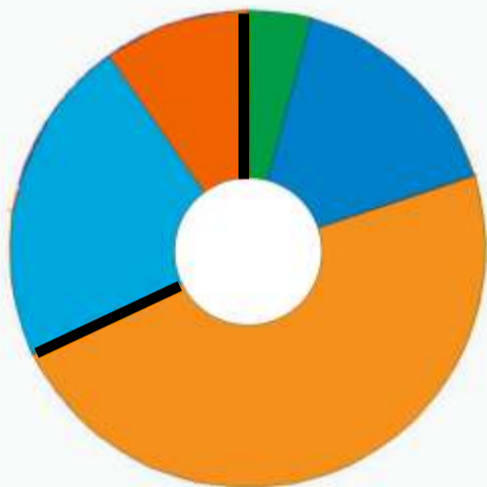
Website Feedback

5. How easy was it to find what you were looking for on our website?



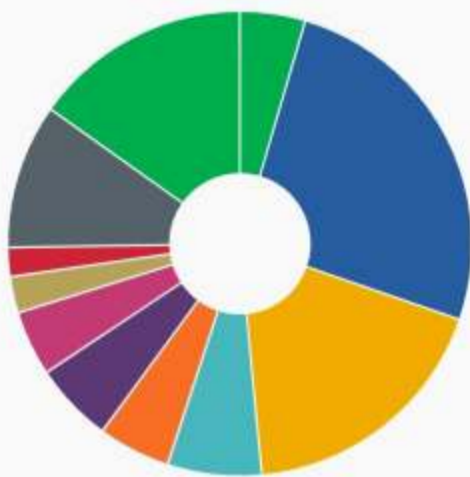
| | | | |
|--------|-----------------|-----|----|
| 59.00% | Extremely easy | 5% | 5 |
| | Very easy | 14% | 14 |
| | It works fine | 40% | 40 |
| 41.00% | Not so easy | 29% | 29 |
| | Not at all easy | 12% | 12 |

6. How visually interesting & appealing is our website?



| | | | |
|--------|-----------------------------------|--------|----|
| 67.67% | Extremely appealing & interesting | 4.04% | 4 |
| | Very appealing | 15.15% | 15 |
| | Acceptable | 48.48% | 48 |
| 32.33% | Not so appealing | 22.22% | 22 |
| | Not at all appealing | 10.1% | 10 |

7. If you are a facebook user please say which fb pages you check or use within the site.

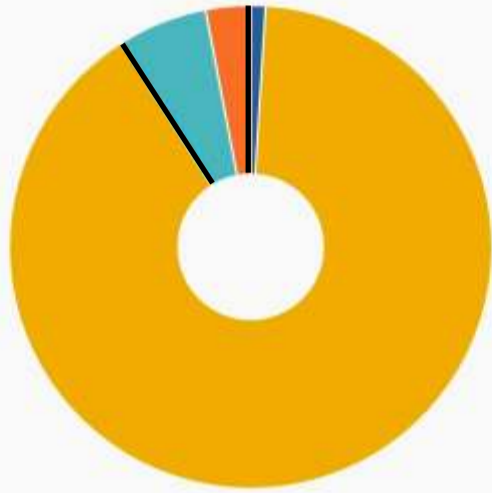


| | | |
|--|--------|----|
| PHCC Kayak.Canoes Sales Page | 28.57% | 20 |
| Do you visit any of these facebook pages externally (without visiting their 'feed pages' within the website) ? [or enter "Non-FB"] | | 30 |

| | | |
|--------------------------------------|--------|----|
| PHCC Harbour Race Page | 12.86% | 9 |
| What's On Page | 72.86% | 51 |
| PHCC Monthly Photo Competition Group | 51.43% | 36 |
| Paddlers Against Plastic Waste Page | 18.57% | 13 |
| Riversiders' Results & News Page | 14.29% | 10 |
| Riversiders Events & Info Page | 15.71% | 11 |
| Training Page | 12.86% | 9 |
| PHCC Polo page | 7.14% | 5 |
| PHCC Slalom & Results Page | 5.71% | 4 |

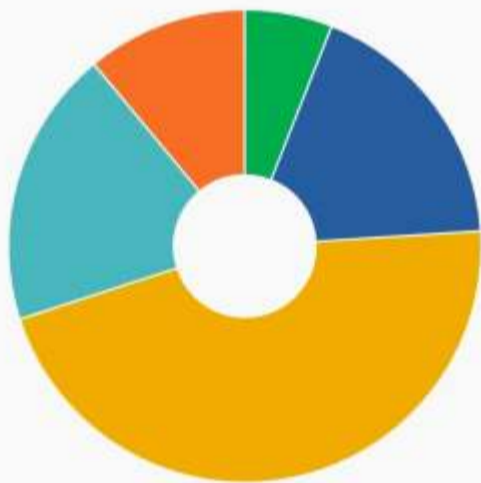
Website Feedback

8. Do the pages on our website load as quickly as you would generally expect ?



| | | | |
|--------|-----------------------|-----|----|
| 91.00% | A lot less time | 0% | 0 |
| | A little less time | 1% | 1 |
| | About what I expected | 90% | 90 |
| 09.00% | A little more time | 6% | 6 |
| | A lot more time | 3% | 3 |

9. How easy is it to understand the information on our website?



| | | | |
|--------|------------------|-----|----|
| 70.00% | Extremely easy | 6% | 6 |
| | Very easy | 18% | 18 |
| | OK - As expected | 46% | 46 |
| 30.00% | Not so easy | 19% | 19 |
| | Not at all easy | 11% | 11 |

10. Do you have any other comments about additional content that would be useful to members and visitors?

Responses 33

Q10

Of the 33 comments received, twenty-two were positive and constructive in submitting new ideas (e.g. web cam at the boathouses) whilst eleven offered subjective opinions or suggestions repeating earlier answers.

Thanks for contributing - March 2020

Bill R