

# Doe Network Website Users Survey Results

8/31/14 – 9/30/14

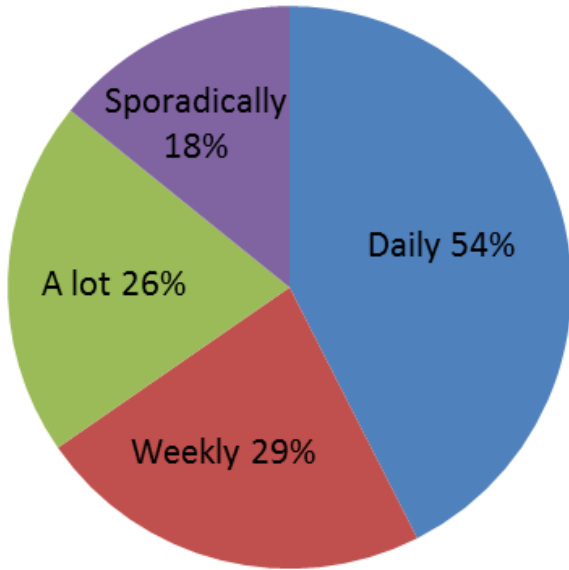
We asked 10 questions:

1. How often do you visit the Doe Network website?
2. What is the purpose of your visit today? Professional or personal?
3. Overall, how easy do you find the website to use?
4. What do you find most frustrating about the website?
5. If you could change one thing about the website, what would it be and why?
6. What features could you live without?
7. What do you like best about the website?
8. What features could you not live without?
9. How can we improve our website?
10. Open to any additional comments or suggestions.

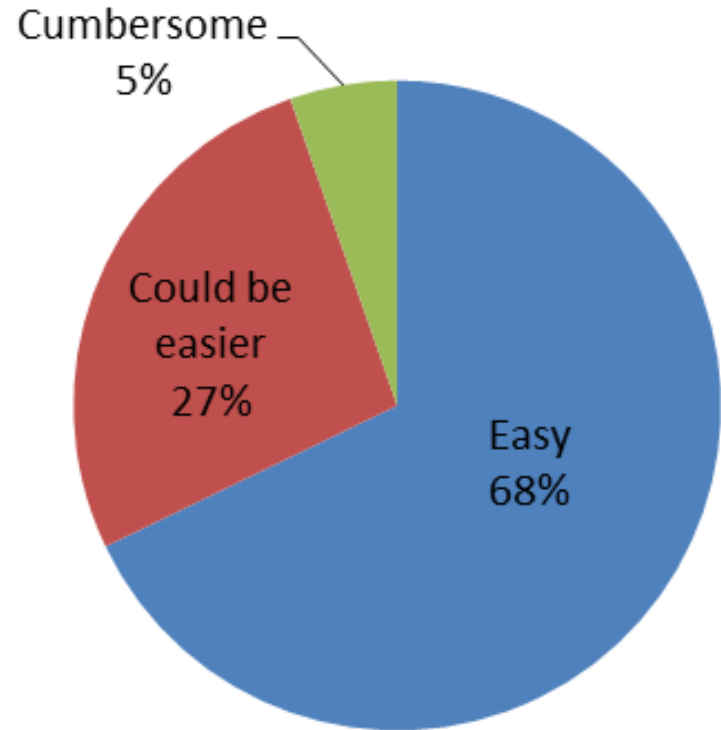
Total Responses	Complete	Incomplete
242	112	130

# Doe Network Website Users

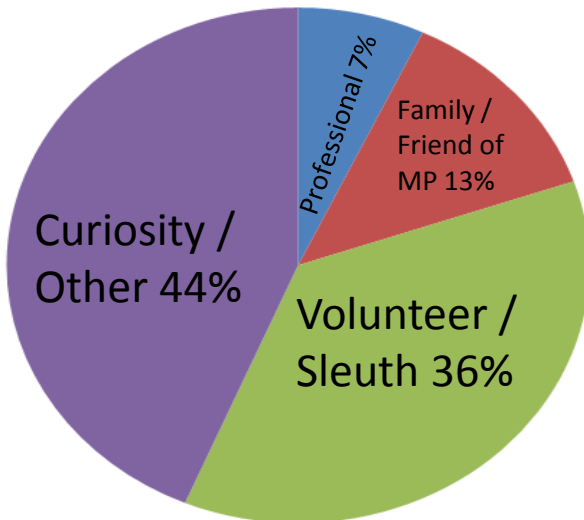
## Frequency of visits



## Website Navigation

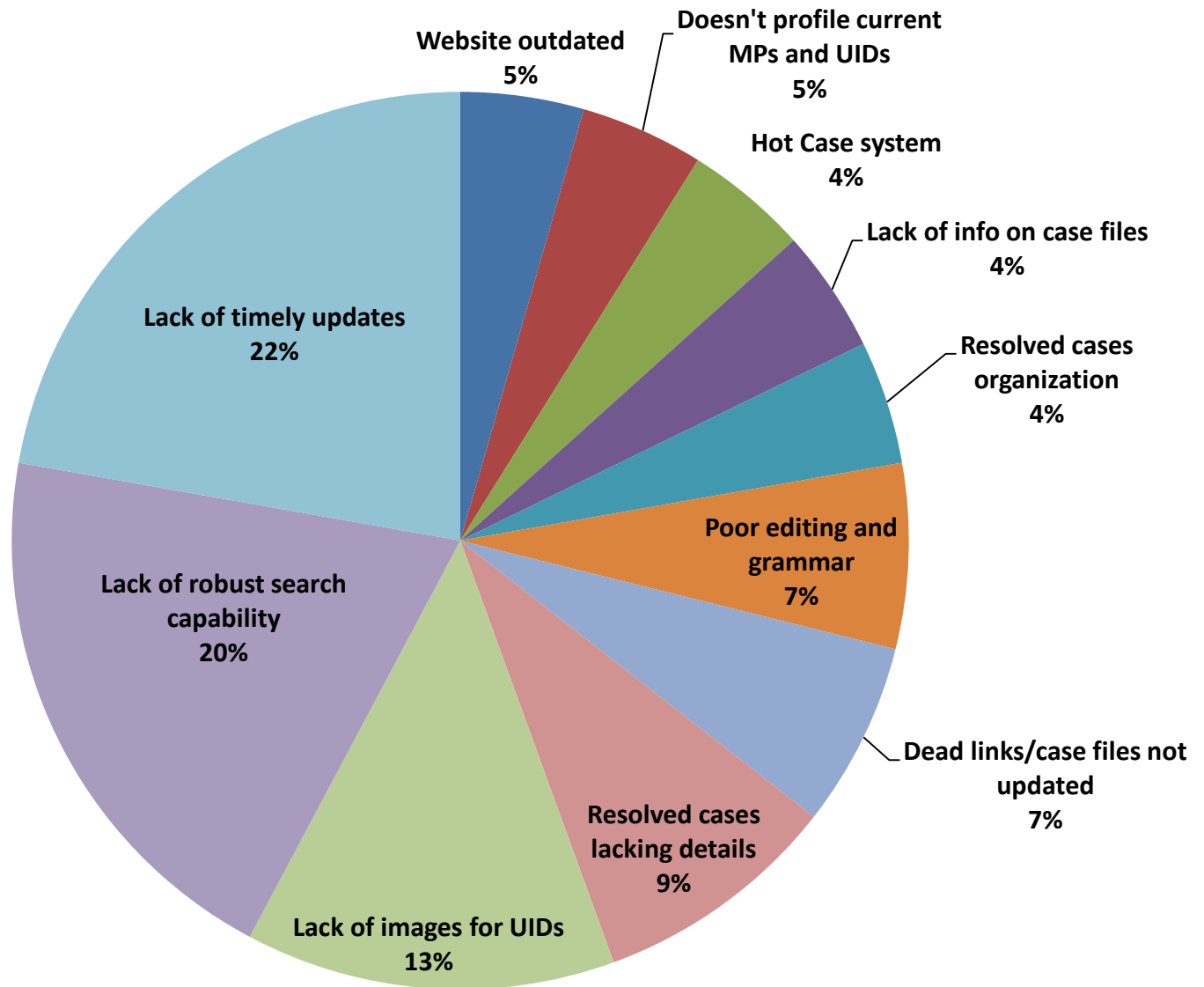


## Reason for visits



# Main Areas We Need to Improve (Q: What do you find most frustrating about the Doe Network website? )

Of 242 responses, 121 were N/A or neutral.



## Main Areas We Need to Improve (Q: What do you find most frustrating about the Doe Network website? ) *(DN comments in red)*

Lack of timely updates *(We deeply apologize and are working to correct this. We've been doing a lot of work behind the scenes to improve the overall website)*

Lack of robust search capability *(The Web Teams number one want – we are actively researching)*

Lack of images for UIDs *(Ours too, but little we can do if the information isn't possible or made available to us. We are creating a link to post-mortem images as we update our cases.)*

Resolved cases lacking details & organization *(the entire section is undergoing an overhaul and will be more robust when we have the information. Some cases, we simple know nothing more than it was resolved)*

Dead links/case files not updated *(Actively working to correct, fill out an update form or send us an email if you see such cases)*

Poor editing and grammar *(Actively working to update all of our cases. In the newer cases and updates we provide a link to submit a correction at the bottom of the case files – thanks for the suggestion!)*

Lack of info on case files *(We add what we can find as long as it's from a reliable source. Some information simply isn't available.)*

Hot Case System *(We strayed away from its true intention and are actively working to get back on track by assigning regular case numbers and doing away with the Hot Case numbering system. It is still a system we use for LE and ME only. Any Hot Case links should redirect automatically to the new case number, so there should be no worries about possible matches being lost. The conversion will be complete before the end of this year. )*

Doesn't profile current MPs and UIDs *(Our organization was founded as a cold case repository, we will review the idea of accepting more current cases)*

Website outdated *(We are actively working to correct this with our new case format, the overall site will be reviewed)*

## Additional Areas We Need to Improve (Q: What do you find most frustrating about the Doe Network website? ) *(DN comments in red)*

No link between MP and UIDs *(Not sure we understand what is meant here)*

Show only new listings on Updates Page *(Many people follow cases and want to know if anything has changed – this is how we make that notification)*

Reduce all the scrolling / clicking *(Actively working to reduce and make better use of our space)*

Lack of disclaimer on disturbing UID images *(there is a general disclaimer in the UID index, will review for individual cases)*

Coding of MPs *(The case number name? Such as 1DFNY – 1 is the sequence of when the case was added, DF is for Disappeared Female, NY is the place from where she disappeared)*

Updates page layout messy *(Maybe before? We've done some work on it)*

Inconsistency between NamUs and DN *(We are working to update the older pages, otherwise please submit an update form or email the MP or UID coordinator if you see something that needs to be updated, we have a NamUs Liaison and will ensure the information is reviewed)*

Inability to enlarge pictures *(We've started incorporating this function in our newest cases and updates – thanks!)*

Font size too small *(website or forum or both?)*

Color of links (not able to see what has been viewed) *(under webmaster review)*

Color blue/gray on blue/gray hard to see *(under webmaster review)*

Site update cases not opening in new window *(should be fixed now – thanks!)*

Lack of linking to articles in case listings *(links go dead making it difficult to upkeep. We note that news source name and date if we have it)*

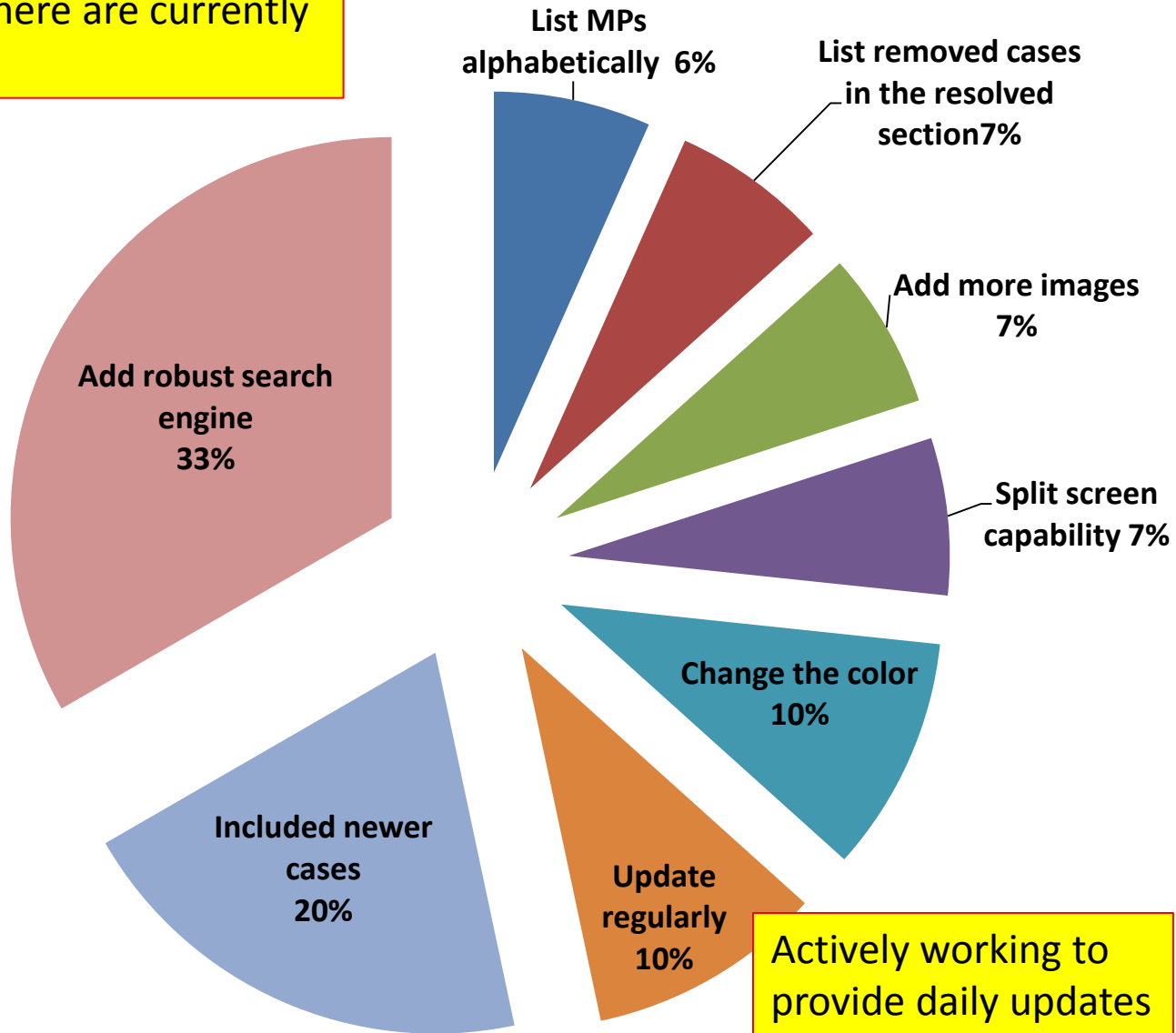
Cases not sorted by year *(please review the chronological index)*

Inability to access other sites to find newer cases *(Not sure we understand what is meant here)*

State by state should be more accessible *(Not sure we understand what is meant here)*

# Changes Users Would Like To See (Q: If you could change one thing about the Doe Network website, what would it be? )

All items listed here are currently under review.



## Additional Changes Users Would Like to See (Q: If you could change one thing about the Doe Network website, what would it be? ) *(DN comments in red)*

Include access to post mortem photos *(adding link to new cases and updated cases as available)*

Save archived cases and provide access *(under review)*

Make it easier to contact Doe Network *(under review)*

Eliminate Hot Cases *(We've restricted Hot Cases for LE/ME use only and will assign all cases regular case numbers. Whether a case is hot or not will be mostly transparent to users except it will be outside of our year criteria)*

Respond to people about their possible match submissions *(forwarded to Potential Match Coordinator for review)*

Create a cleaner format *(actively working on)*

Don't include non U.S. cases *(We will not be doing away with international cases but will The suggestions to separate International from National)*

Add more non U.S. cases *(our desire too, please see above note)*

Enlarge images *(we are actively incorporating this function into our new cases and updates. However, some older images become too distorted and we will not be able to do if for every Image. Thanks for the suggestion!)*

Dedicate a page to Liz Chipman *(we have a dedication to Liz at this link: <http://www.doenetwork.org/appreciation.html> )*

Make Resolved layout more user friendly *(actively working)*

Provide links to MP and UID related TV programs & movies *(under review)*

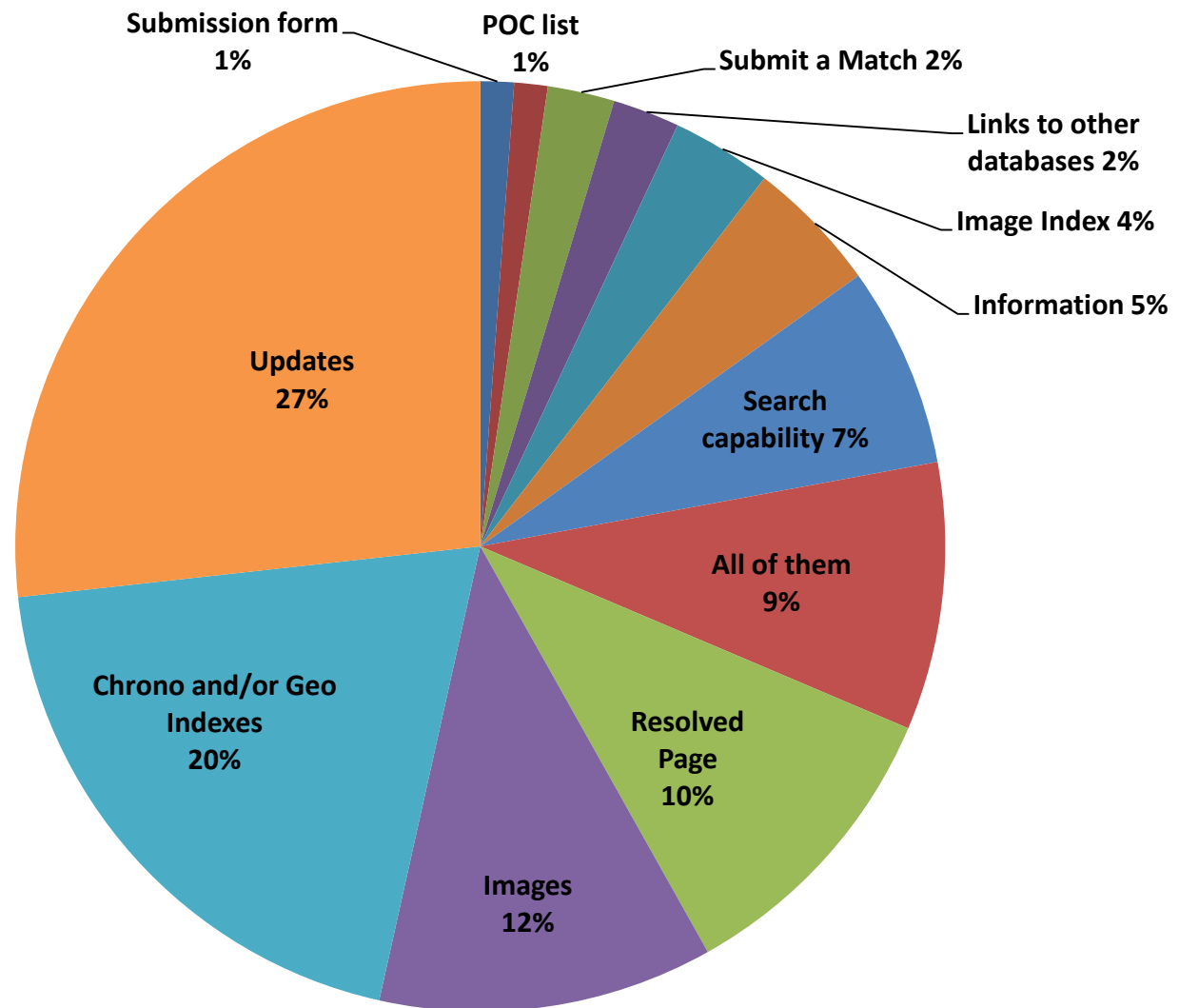
Provide a searchable map *(will research capability)*

Provide more detailed updates *(we add what we can, some info simply isn't available)*



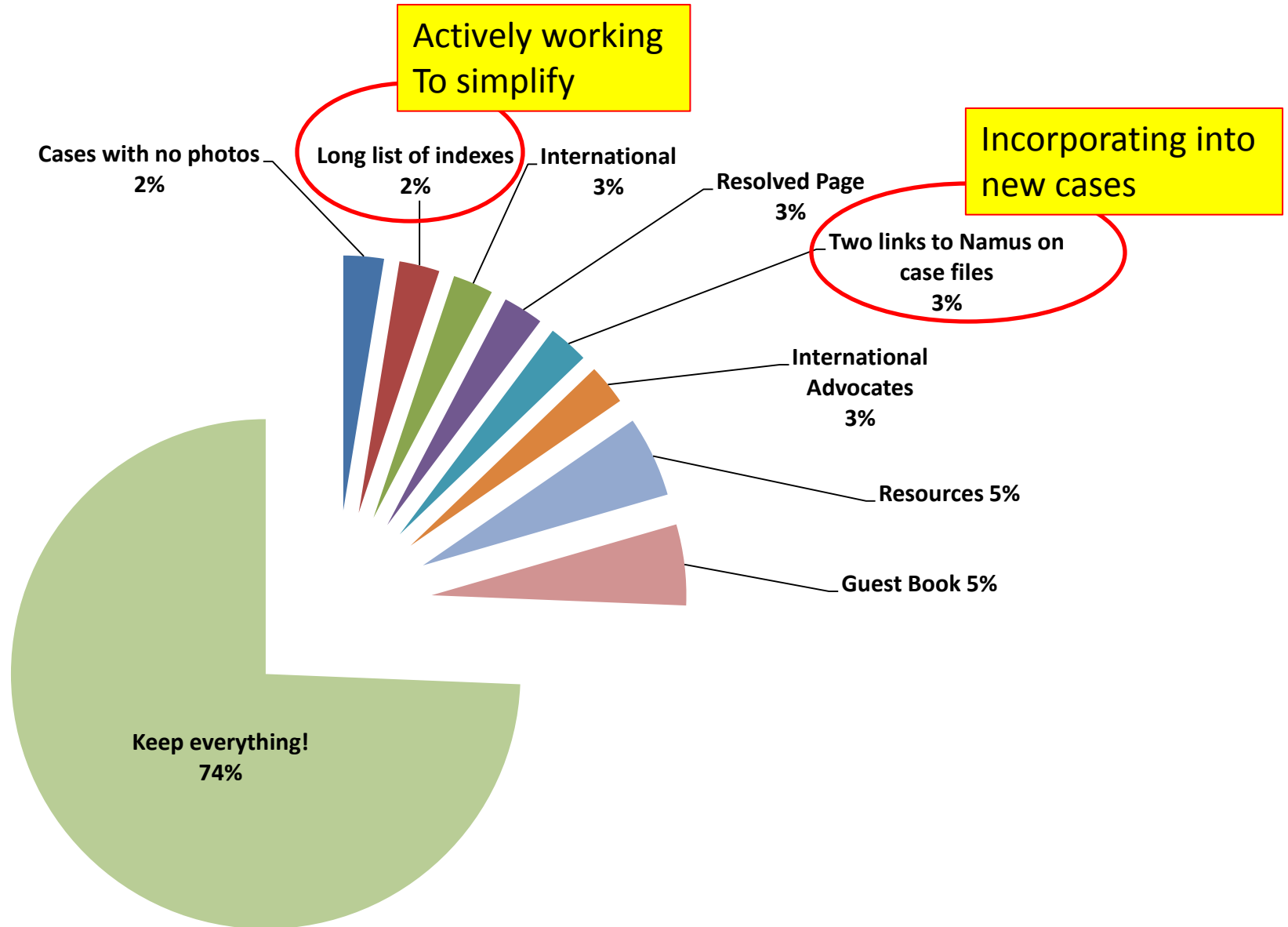
# Most Used Features (Q: What features could you NOT live without? )

Of 242 responses, 130 were N/A or neutral.

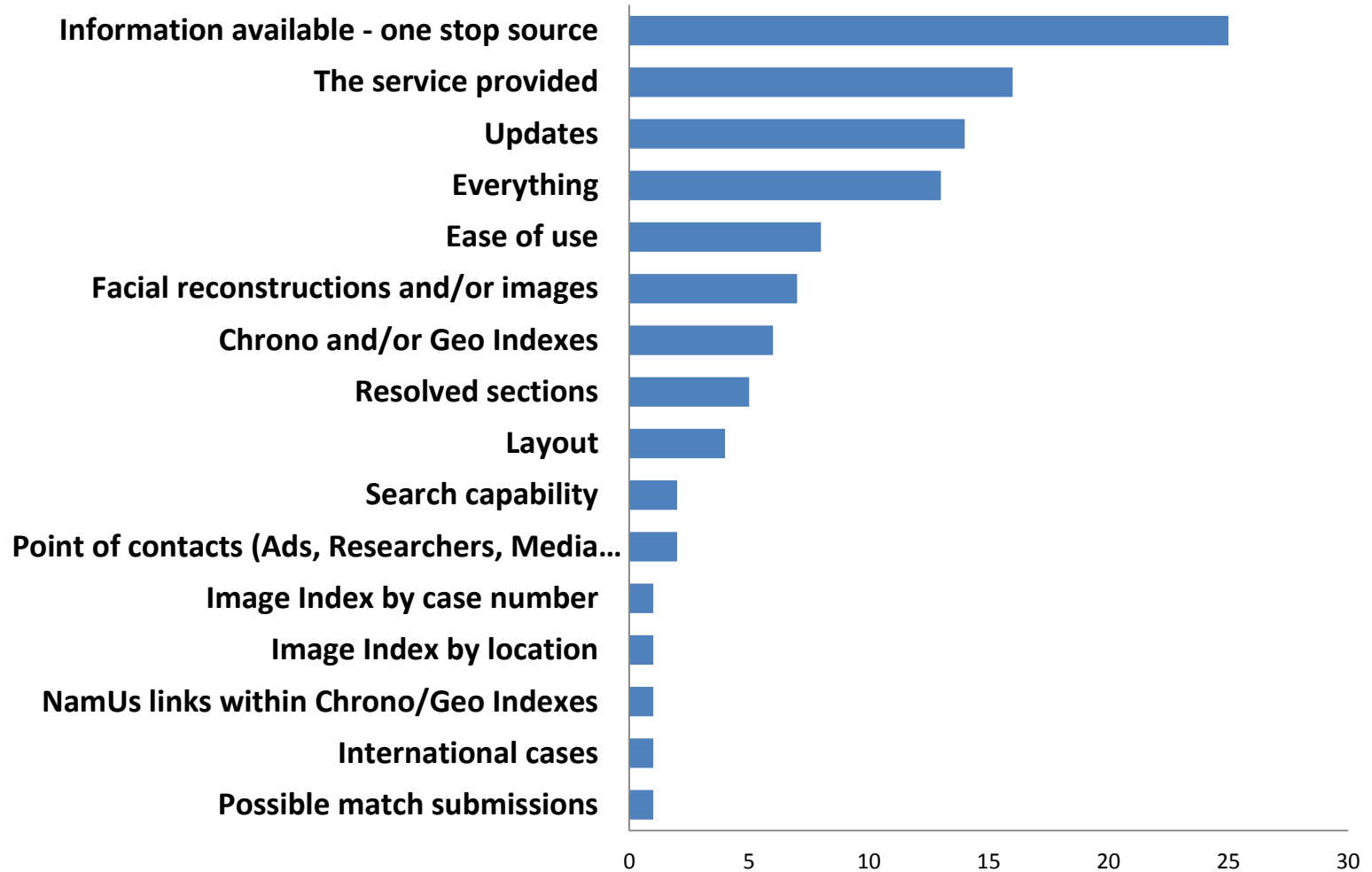


# Least Used Features (Q: What features could you live without? )

Of 107 responses, 68 were N/A or neutral.



# What do you like best about the Doe Network website?



## Other Suggestions

All suggestions are under review, except where noted

Allow for a side by side comparison

Separate National and International

Page for runaways

Make it a TV show

Improve feedback/follow up to PMs

Add more news updates

Publicize website

Have a message board *(we do, reviewing to open to new membership)*

State image index for MPs

Separate cases w/ images and w/o images

Provide NamUs link to each case *(we do to new cases, and will add to older ones)*

Separate resolved cases into those found alive and those found deceased

Specify which case number belongs to which agency *(forwarded to MP Coordinator)*

Add links to all available databases

Make mobile-friendly

Add a tutorial to use site

Make all cases in the new format *(actively working)*

Open Membership

Change the color scheme

Simplify menu

Provide state to state research *(is this the board or website? Unsure what is meant)*

Sort cases by year *(please see our chronological indexes)*

# Thank you!

Doe Network would like to say thank you for taking your time to help us improve and for being a part of this important mission!

If you have any questions or would like to clarify any suggestions made on the survey, please contact us at [admin@doenetwork.org](mailto:admin@doenetwork.org)