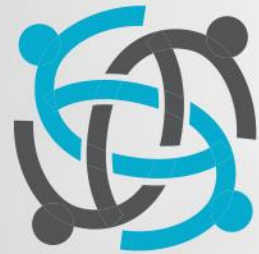




California  
DEPARTMENT OF TECHNOLOGY



# DWSN

DIGITAL WEB SERVICES NETWORK

## Survey Results

[webtools.ca.gov](http://webtools.ca.gov)

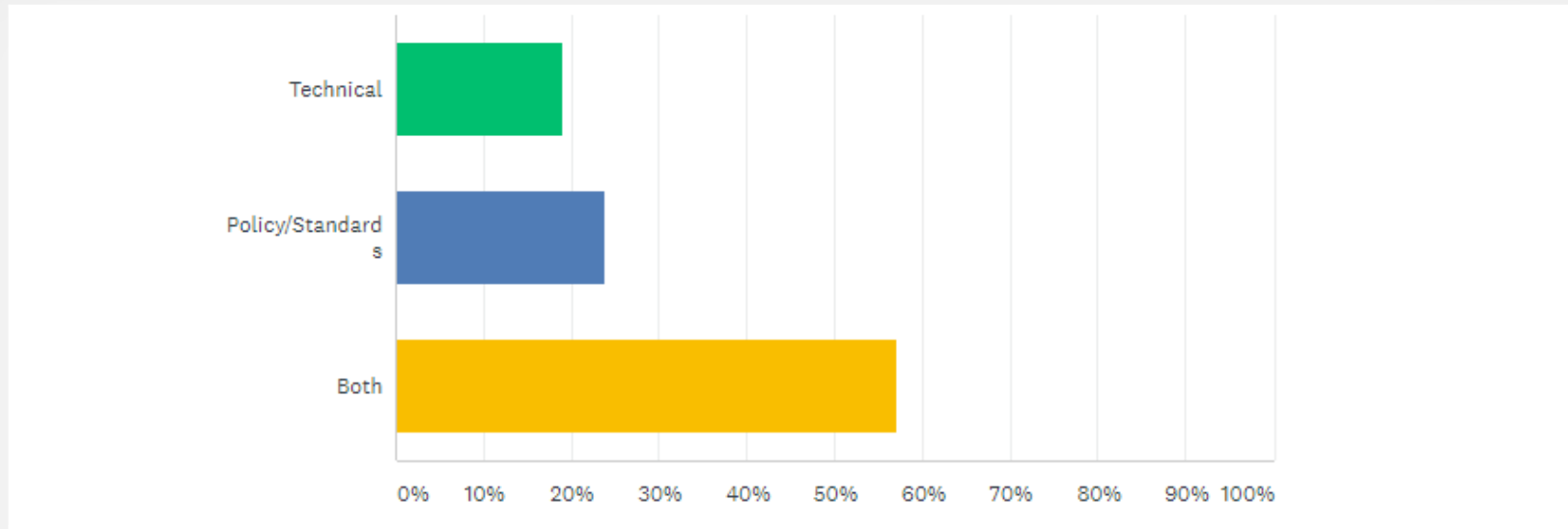
- Post Event Survey
- Survey Period: May 30-June 08, 2018
- 10 Questions
- 21 Respondents

# DWSN Survey Questions

1. Are you mostly interested in technical or policy/standard level discussions?
2. Do you think the DWSN could benefit from vendor lead presentations that are not sales focused?
3. Do you like the CDT Training Center location (Rancho Cordova) or would you prefer a downtown location? Would you like to rotate between the Rancho Cordova and downtown location?
4. Is 1.5 hour adequate time to cover DWSN meeting topics?
5. What role could local government play in the DWSN?
6. Overall, how would you rate the event?
7. Please rate the following sessions of the event (6 sessions provided).
8. What did you like most about the event?
9. What did you like least about the event?
10. How do you think this event could have been improved?

# DWSN Survey Results

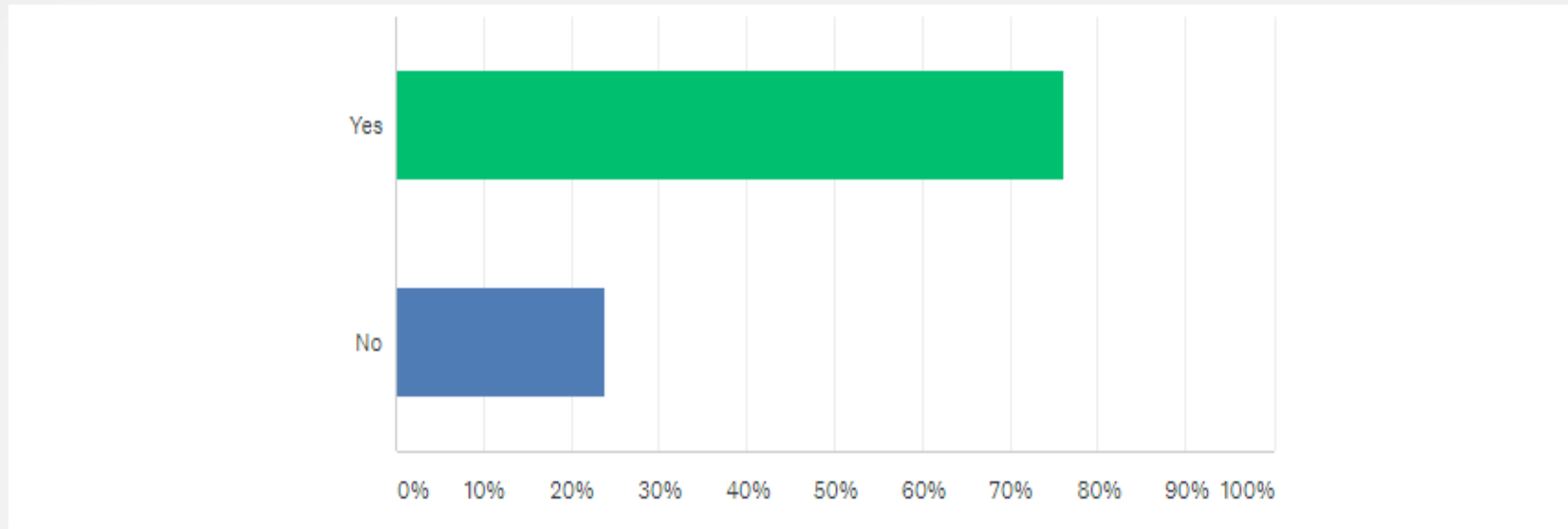
Q1: Are you mostly interested in technical/standards or policy level discussions?



ANSWER CHOICES	RESPONSES
▼ Technical	19.05% 4
▼ Policy/Standards	23.81% 5
▼ Both	57.14% 12
<b>TOTAL</b>	<b>21</b>

# DWSN Survey Results

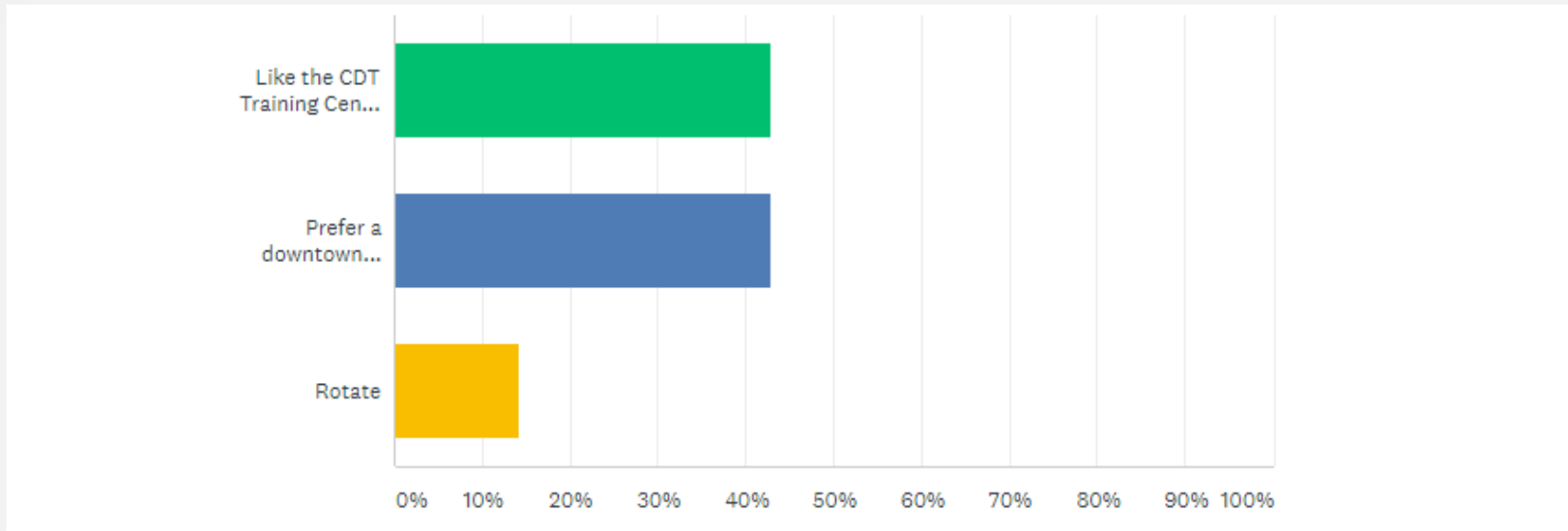
Q2: Do you think the DWSN could benefit from vendor lead presentations that are not sales focused?



ANSWER CHOICES	RESPONSES
Yes	76.19% 16
No	23.81% 5
<b>TOTAL</b>	<b>21</b>

# DWSN Survey Results

Q3: Do you like the CDT Training Center location (Rancho Cordova) or would you prefer a downtown location? Would you like to rotate between the Rancho Cordova and downtown location?



ANSWER CHOICES	RESPONSES
▼ Like the CDT Training Center location	42.86% 9
▼ Prefer a downtown location	42.86% 9
▼ Rotate	14.29% 3
<b>TOTAL</b>	<b>21</b>

Q4: Is 1.5 hour adequate time to cover DWSN meeting topics?

Responses:

- Yes. (12 responses)
- Yes, even up to 2 hours is good.
- Yes, but NOT always.
- Yes, but 2 hours would be ok too. It is only a quarterly meeting. If it were monthly, shorter would be ok.
- Barely. Two hours would not be too much.
- That seems fairly adequate as long as we can go quickly through any questions.
- Possibly 2 hours with a mini break.
- Yes. Any longer it's hard to commit the time and pay attention.
- Yes. Though if there are questions during the presentations, the later speakers seemed to have to rush through their topics.
- I think the time should be based on the topics you're covering. Sometimes it can be more and other times, less. It doesn't hurt to build a break in if you end up going to two hours or more.

Q5: What role could local government play in the DWSN?

Responses:

- Everyone has expertise, tool, and tips regarding policies and technologies. Sharing best practices from all levels of government could be very useful.
  - They can share their knowledge and learn from ours.
  - Unsure. (3 responses)
  - Their perspectives and experience could be helpful.
  - Seeing local government solutions or presented use-case scenarios to build from their efforts.
  - Provide their best practice principles to DWSN.
  - I think we can all benefit from hearing the ideas and solutions from both sides of government.
  - No opinion. (4 responses)
- Cont'd next page.

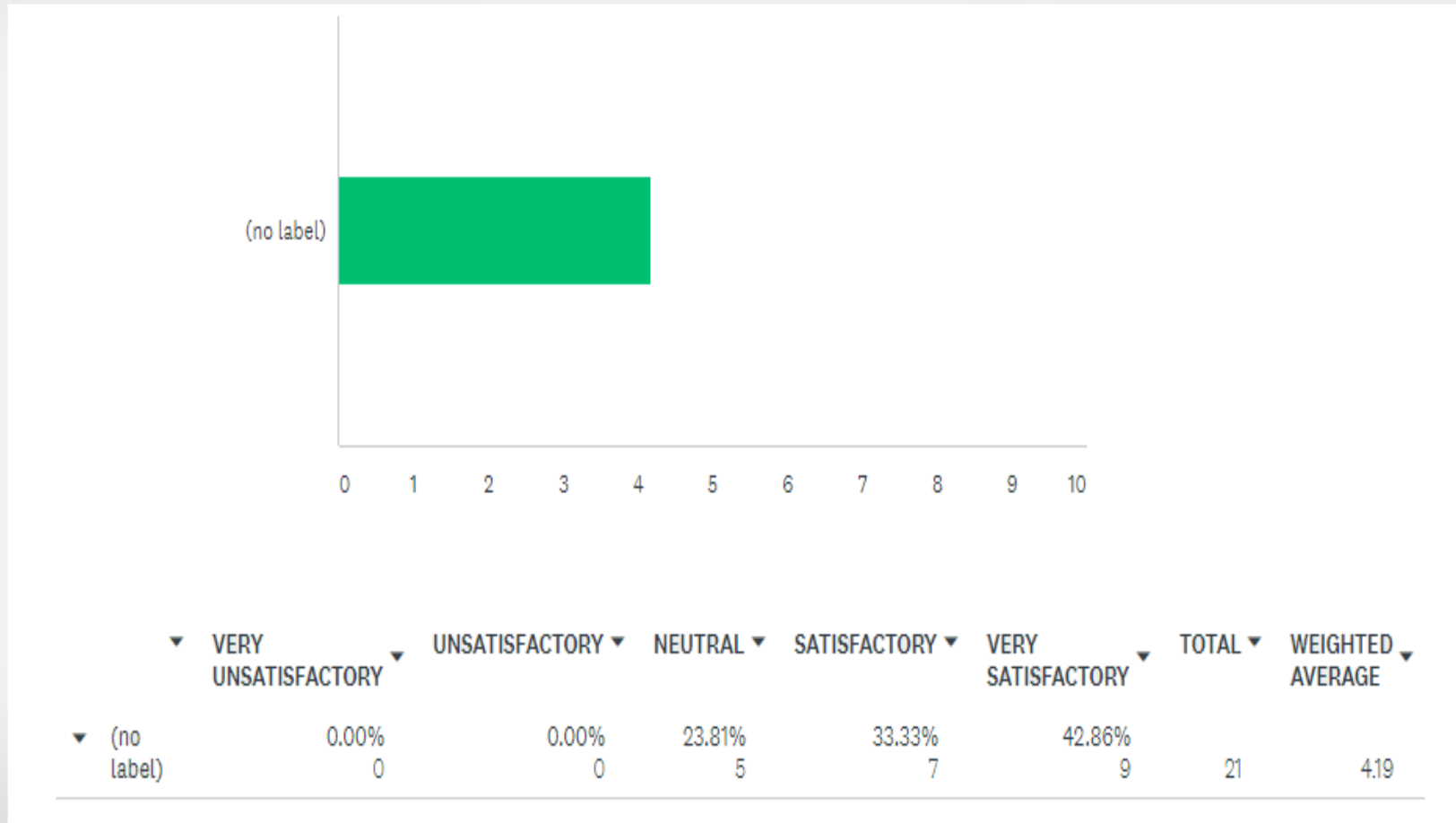


Q5: What role could local government play in the DWSN?

Responses continued from previous page:

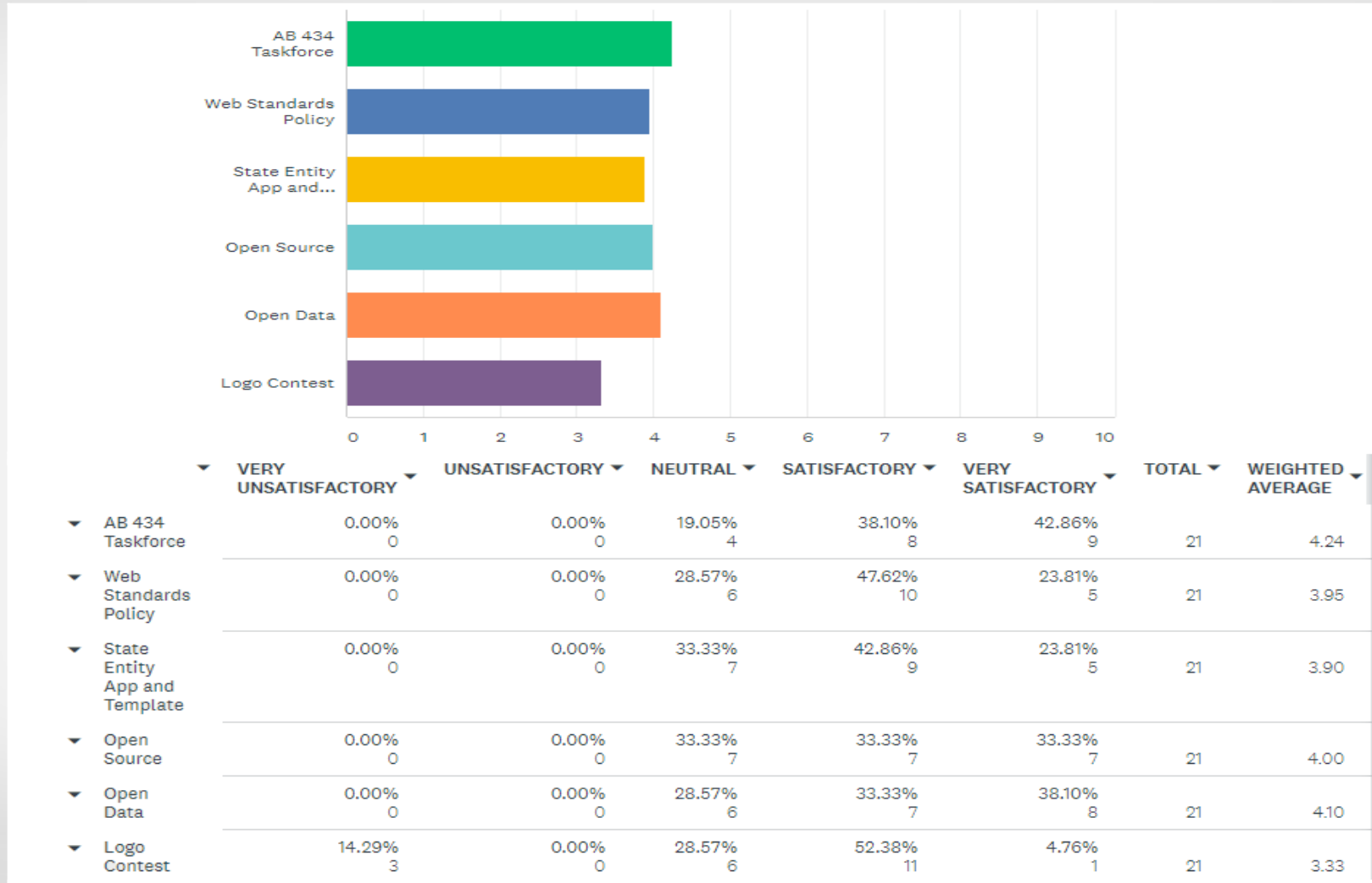
- It could be bad for state government if the focus shifts too much. Local government should play a secondary role, listen, learn what the state is doing, and provide best practices only when they are applicable to the state. I don't need to spend too much time learning about what local government does that may not crossover and be useful.
- Partners in digital best practices and trends. (2 responses)
- Most local government have expertise in dealing with multiple departments so it may be valuable to see how they deal with that.
- Everyone has expertise, tool, and tips regarding policies and technologies. Sharing best practices from all levels of government could be very useful.
- They can share their knowledge and learn from ours.
- Their perspectives and experience could be helpful.
- Seeing local government solutions or presented use-case scenarios to build from their efforts.

Q6: Overall, how would you rate the event?



# DWSN Survey Results

Q7: Please rate the following sessions of the event.



Q8: What did you like most about the event?

Responses:

- Did not attend. (2 responses)
- No opinion. (3 responses)
- The clarity of the speakers and using visuals.
- Excellent speakers.
- The frank discussion of accessibility goals and needs.
- A webinar was provided.
- I appreciated that there seems to be a greater emphasis on collaboration and flexibility.
- I was very interested in the AB 434 Taskforce, so I was glad there was a ton of information on that.
- Discussion on the State's Open Source software policy. (2 responses)
- The revival of these meetings! Discussion about accessibility policy for the state.

➤ Cont'd next page.

Q8: What did you like most about the event?

Responses continued from previous page:

- Policy Updates.
- The variety of subject matter.
- I really enjoyed hearing about AB 434 as well as the Web Standards.
- I think focusing on looking ahead, especially as it pertains to State mandates, is really useful for those of us responsible for implementing those mandates.
- The information on upcoming policies and standards and the Q&A.
- The support and enthusiasm of the AB 434 Taskforce.
- State Entity app Open Source.
- AB 434 information.

Q9: What did you like least about the event?

Responses:

- Did not attend.
  - No opinion (6 responses)
  - There wasn't anything I didn't like. (2 responses)
  - Unprepared speaker.
  - Seating arrangement. (3 responses)
    - Not having a table to write on and set down my coffee on.
    - While I appreciate the intent, the seating layout was impractical.
    - The seating arrangement. Seating is just uncomfortable to take down notes or questions although I like the round table discussion concept.
  - The large time block for the State template when not all agencies use the template.
  - The drive out to Rancho Cordova.
- Cont'd next page.

Q9: What did you like least about the event?

Responses continued from previous page:

- Not enough time devoted to the Open Source Software topic.
- The "symbolic" circle seating. The lack of preparedness with the webinar/microphone handling. The logo contest. We need state support with policy and to facilitate communication pathways with Google, Microsoft, and Adobe. The state has access to get things done with these top-tier vendors. Please share your contacts and gravitas.
- Microphones were a challenge.
- Web Standards.
- State entity app. Seems redundant and will eventually be hard to manage. Providing links to each state agency would be most efficient.
- Logo Contest.

Q10: How do you think this event could have been improved?

Responses:

- No opinion. (3 responses)
  - I did not attend the event (I just learned about DWSN), but I am a webmaster and am looking forward to hearing about state policies for websites, tools, tips, technologies, and networking with other webmasters. I want to keep up on the latest standards and technologies.
  - Do not amateur crowd-source the logo. This demeans professional graphic designers, and results in a poor quality graphics package. You wouldn't ask a bunch of analysts to code your web page, would you?
  - A short break (5 minutes) between each block to allow people to get some water, use the restroom or just talk about what was just presented.
  - Provide more examples from other departments.
  - Work out audio issues in more detail, making sure the online participants can hear.
- Cont'd next page.



Q10: How do you think this event could have been improved?

Responses continued from previous page:

- I think you guys are on the right track. Keep doing what you're doing!
  - Please spend more time discussing the State's policy and recommended operational issues of the use of existing Open Source software, e.g., recommended licenses, discouraged licenses, required notices, required publication of modifications, etc.; and the State's policy and operational issues of the agencies/departments' creation of Open Source Software, e.g., selecting appropriate Open Source software license, requirement to share, how to do so, etc.
  - Your email that contained this survey link said, "Please complete this short survey so we can select the meeting topics based on your feedback", but you didn't ask about topics (!) for future meetings. Here are a few: 1) Since our search was converted from Site Search to Custom Search, things haven't been quite right. How can Google help an individual state agency? Who do we contact?
- Cont'd next page.

Q10: How do you think this event could have been improved?

Responses continued from previous page:

- 2) Trying to find a solution for WCAG 2.0 compliant forms is giving us fits. Our understanding is that MS Office form controls are not compliant (federal HHS); fillable PDF is tedious; custom web apps are too expensive for common forms. What is everyone else doing? 3) Every cycle we get bills and new laws that propose to require links on agency home pages. Can we advocate for a better practice? How do we do that?
  - Presentations on examples from other departments on how they implemented digital platforms within their own organizations.
  - I think time. It was a new event.
  - Hearing about other technologies out there.
  - I'd like to be able to take notes, to write on a table in more of a classroom type setting. As it was, I had to write on my lap.
- Cont'd next page.

Q10: How do you think this event could have been improved?

Responses continued from previous page:

- I think the only issue is that the (very appropriate) questions and answers during some presentations forced later presenters to rush through their presentations. So maybe try to limit Q/A and/or push anything past that to the end, or allow more time.
- I think we need some clarity on AB434 requirements, as at least one of the things said in the presentation (that public-facing web applications may be excepted) are almost certainly incorrect.
- As mentioned before I really want to see real life examples of web and digital projects other agencies are doing. I think the most collaboration comes from sharing stories. Getting updates on policies is very important and helpful, but to really get some dialogue going we should also include opportunities to share what's going on back in our departments, the challenges we face, the questions we have. Often when I bring up a project (such as making our videos accessible, or upgrading to a responsive template), the first thing my CIO asks is what are other departments doing and how are they doing it. Sharing our work processes and talking about best practices would be really helpful.

Q10: How do you think this event could have been improved?

Responses continued from previous page:

- As it evolves, I'm sure it will exceed my expectations.
- Information on business performance measures of: websites, services, and service locations. Comparison of service channels (web, mail, office) and the cost-benefit comparisons.
- Better prep, especially with microphones.