

Missoula County Media Release

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Missoula County Launches Survey to Collect Public Feedback on Website

In an effort to enhance the overall user experience and better serve the public, Missoula County has launched a survey to gather constituent feedback about its website.

The 11-question survey is online at <http://bit.ly/MCWebsiteSurvey>. It asks participants to provide feedback on their experience using the website, including what information they are typically looking for, how easy it is to find and understand that information, and how easy it is to submit a service request or concern, among other questions.

The feedback will be used to remap and reorganize information on the current website and build a useful customer service tool. It also will be considered during a website redesign slated for next year. The survey, which should take participants between five and 10 minutes to complete, will be open through Monday, Nov. 12.

“Our website has come a long way since we overhauled it a few years ago, but we know we still have work to do to make it more user-friendly for Missoula County constituents,” said Anne Hughes, director of the Communications and Projects Department. “The site has around 250,000 pageviews a month, and we’re hoping we can collect users’ honest feedback and make it quicker and more efficient for them to find what they need on the site.”

For more information, call Hughes at 406-258-3160 or email ahughes@missoulacounty.us.

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*The Missoula County **Communications and Projects Department** prioritizes and enhances external communications with constituents; educates the public about County projects, programs and services; enhances opportunities for public participation and civic involvement through various channels; improves customer service to individuals, businesses and organizations seeking assistance from Missoula County; and fosters collaborative problem solving among County departments by providing a project management structure that incorporates timely, relevant information on business activities that managers can use in decision-making.*