

Anderson, Colete

From: Kamp, Jacqueline
Sent: Monday, April 13, 2015 1:49 PM
To: Anderson, Colete
Subject: FW: New Clark County portal



CP16#0654

FYI

From: Rob Hines [<mailto:robhines@peakdemocracy.com>]
Sent: Monday, April 13, 2015 1:42 PM
To: Kamp, Jacqueline
Cc: Robert Vogel
Subject: Re: New Clark County portal

Hey Jacqui,

When a citizen who has not registered posts a response to a topic, they're asked whether or not they would like to post the response online or via another method. I've attached a screenshot of the page that citizens are presented for you're review.

How do you want to share your statement?

You have two choices:

1. Online (sign in required)

Sign in, and we'll show your statement with or without your name on Engage Clark County. Which do you prefer?

- Show my statement *with* my name
- Show my statement *without* my name

2. On Paper (sign in NOT required)

Instead of signing in to show your statement on Engage Clark County, you can download a PDF with your statement, then print and send it to Clark County however you wish (e.g. mail, fax, hand-deliver, etc.)

Download my statement

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At this point citizens make a choice. However, some do not, and for those who do not, and for those who do not complete all of the steps (in order to post their statement online) their statement is placed 'off-forum' where you and other administrators may see it.

For those who register but fail to verify their email address, they are sent an email to verify and when they are on the system a persistent verification message appears at the top of the page.

So, as you can see, we have designed the system in a way to advise people at every step about how they can post their statement online. Over the years we've made many changes and have managed to increase the number of people who leave online statements and we're always open to making changes to further improve!

You should know that while we've managed to get the majority of our clients up to a 60% online rate, the topic on the plan review is up to 80% and you've got over 90% of people who have completed the satisfaction survey having agreed to like using Engage Clark County. You can see more of the satisfaction survey's by logging in as an admin and going here: http://www.peakdemocracy.com/customers/4/accounts/2/portals/192/report?name=satisfaction_survey

The 'admin message' that you see is the way for an administrator to send a message to the author of the response. It is intended primarily for responding to a question a citizen may have posted in a response, or for clearing up mis-information.

Please let me know if there is anything else I might do to help.

Cheers,

Rob

Rob Hines
Director of Public Engagement
Peak Democracy, Inc.

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On Apr 13, 2015, at 11:04, Kamp, Jacqueline <Jacqueline.Kamp@clark.wa.gov> wrote:

With those that posted without registering, do they get any kind of message that informs them that their comment will not be "Live" until they register? I'd like to assist those commenters with getting registered, but I'm curious as to whether they received a message on what they need to do to add their comment. We may have their email as part of our distribution list.

Under the one "Unverified" comment we have so far, I see that there is a link for an "admin message". Could you explain what that does or how to best utilize it to assist people?

Thank you!

Jacqui