

SUMMARY OF RESIDENT SURVEY

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Southside Village Community

Introduction

The residents of Southside Village (SSV) participated in a UX survey to assess community needs for development of a neighborhood website. This survey was intended to gather resident feedback, suggestions, and experiences to understand what the residents of SSV would expect a community website to offer.

A total of 55 resident owners completed the survey, 86% percent of whom are full-time SSV residents.

Despite limited engagement with the current SSV website, 80% of respondents feel well-informed of neighborhood updates and events through email and paper communications.

Summary of Results

Many residents agree that the website has potential to offer resources, information, and community building within SSV. Residents are especially interested in access to the informative documents listed below, in order of priority.

1. Resident Contact List
2. Approved Vendor and Contractor Lists
3. SSV HOA Documents, regulations, and meeting minutes.
4. Additionally, many residents had suggestions for other offerings that were community focused, such as activities, local resources, and events.
5. A message board where neighbors can list items for sale or free
6. Neighbor recommendations for great local businesses, restaurants
7. News of the neighborhood, activities and events in SSV

Findings

1) What did residents go to the old website to find? (In order of # of mentions)

1. Vendor and Contractor Lists
2. Resident Directory
3. SSV Rules and Regulations, Documents
4. Activities, Events, Social Opportunities
5. SSV Board Meeting Minutes
6. Neighborhood News
7. Gate User's Guide
8. Dues Payments

2) What have they looked for online but could not find? (In order of # of mentions)

1. Current SSV documents
2. Board Meeting minutes
3. Deck stains, siding colors
4. Resident contact information
5. Maintenance requests
6. Contractors recommended by other residents
7. Neighborhood newsletter and activities

3) Suggestions for other content or improvements on new SSV Website? (In order of # of mentions)

1. Marketplace or message board for sale/trade/free items
2. Local businesses other neighbors like
3. Gate user's guide
4. Welcome to new neighbors
5. Residents can request help with landscaping, groceries, or other needs
6. "Life at SSV" in images
7. Clear photos of residents in the directory, and maybe their pets
8. Resident reviews of vendors they've used in the past
9. Bear sighting log
10. Forms for project requests and approval

Considerations

While many residents are interested in engaging in the community, **9.3% of respondents are not comfortable with sharing their contact information with other neighbors.** Thus, consent for sharing of contact information must be attained and privacy is important.

Respondents would be motivated to socialize with neighbors through

- 82% : Announcement of upcoming events and outdoor gatherings.
40% : Clubs, groups, or volunteer opportunities.

Other neighbors mentioned the importance of assigning moderators for the website to keep it updated consistently.

Conclusion

The SSV website should be a collection of informative static documents, current Board communications, and opportunities for neighbors to socialize safely and engage in community.

SSV residents look forward to having easy access to a collection of the HOA documents they need to access, as well as opportunities for community and relationship building within SSV. Many neighbors would like to be able to engage and connect online with control over what degree of personal information they share with other neighbors.

We will consider resident feedback of priorities for development, information architecture, and usability of the SSV site.