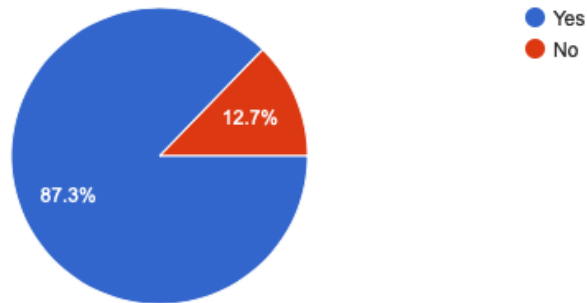


DPA Website Survey – Summary as of Sept 1, 2021

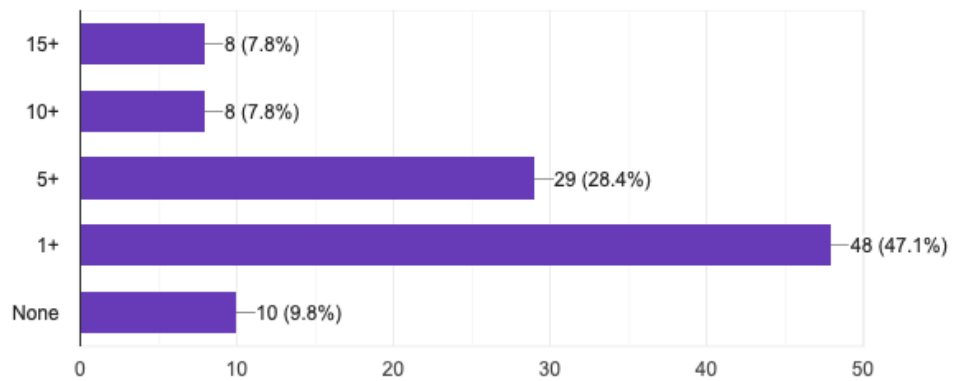
Have you logged in more than once to use the updated DPA website?

102 responses



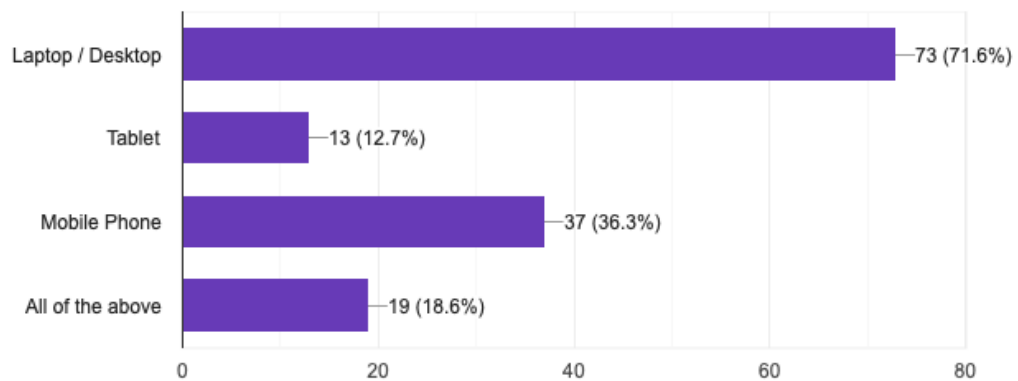
How many times have you visited or logged into the DPA website in the last month?

102 responses



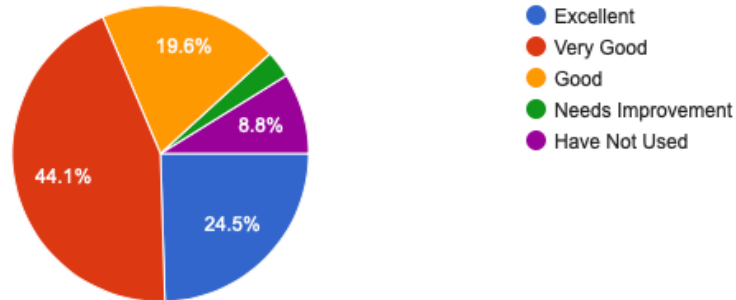
What devices do you use to access the DPA website? (select all that apply)

102 responses



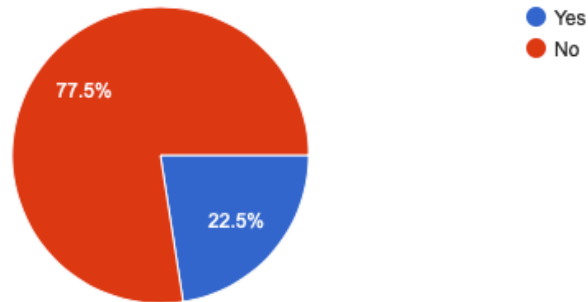
Describe your experience with the updated DPA website:

102 responses



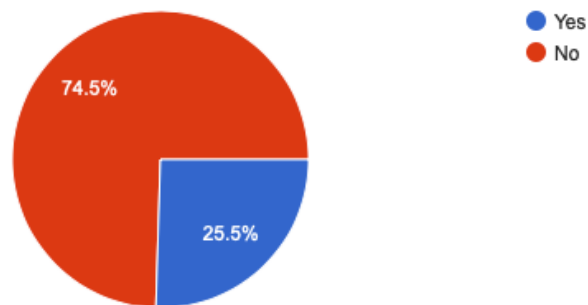
Do you use the website for tennis court, pickle ball or basketball reservations?

102 responses



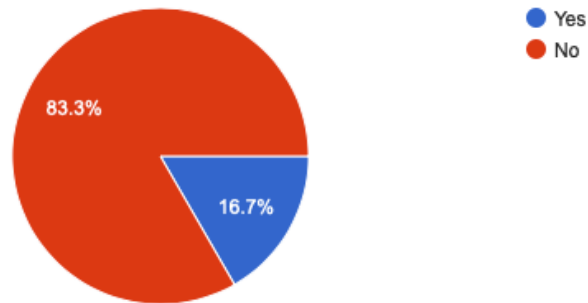
Do you use the website for pool lane reservations?

102 responses



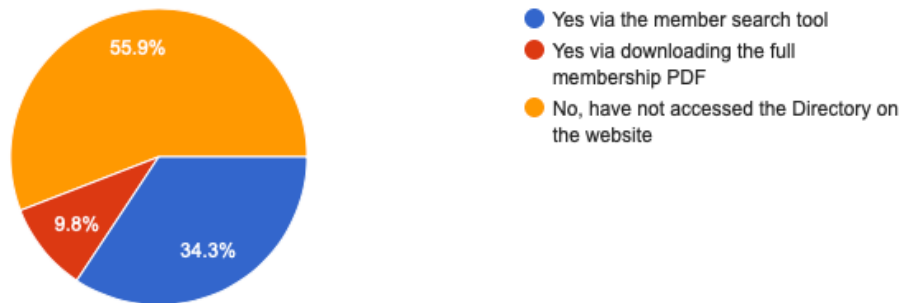
Have you set up sub-accounts for anyone on your family list?

102 responses



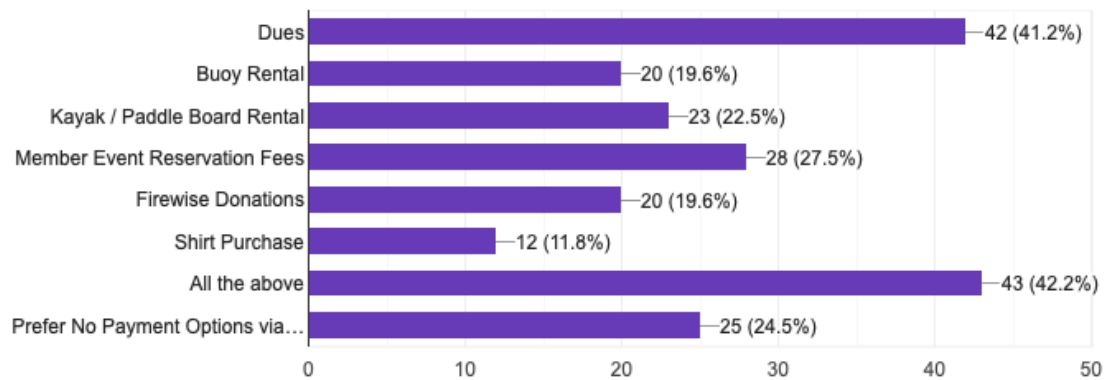
Have you accessed the Membership Directory?

102 responses



Would you be interested in using the website for DPA payments? (select all that apply)

102 responses



Member Experience

What are the best aspects of the new website?

93 responses

Ease of Use, Simple Access, Up to Date, News (66 mentions)

All in one place

Easy to navigate

reliable

User friendly

The newsletters are frequent and up to date.

good ux

Easy to use

Easy Access to all the important DPA documents such as the rules and the by-laws.

It is so easy. Y. Good work

clean look

Easy to use

Ease

Fresh up to date

Ease

Clear answers, rules guidelines, up to date events

Community information

Convenience

Updated dollar point newsletter

It's clean and up to date compared to previous years

It's great to get information easily whenever I want to

DPA updated

Inform us on updates

Availability of info

Keeping updated on Dollar Point info.

Ease of use

news

Up to date news

Ease of use and access to current information

More detailed information, calendar details,

Ease in finding info

New look, feel and functionality

easy to use

All info in one place

Everything is one place and find answers

very informative

Easy to see all information!
info available on line
clear categories, easy to navigate
Having information easily accessible
easy to access information
Knowing I can go there for info
Access ability
Information
Large easy to read font, pretty easy to navigate
Easy to navigate
It is easier to find information.
Simple
Information on Dollar Point HOA
The timely news updates
Improved news communication , ease of use.
up to date
clean and easy to use
Clear directions
convenient
Its been great
Simple layout. Easy to use.
Policies and Docs easy to access
Event lists and all the information in one place with easy access.
Operating Hours etc.
Activities, local resources
It's clean and easy to navigate
Monthly calendar of events, prompt communication from DPA, access to resources, and the ability to contact you directly in a simple manner.
News updates
simple, easy to navigate
Easier to use, more features

Online Reservations (11 Mentions)

Instant, online reservations
Can reserve courts. Way overdue and much appreciated.
Tennis reservations
Pool schedule
Access to pool availability
I like that I can make a reservation through the site instead of calling
Tennis and pool online reservations
My husband has emailed directly for pool reservations, but now that he is aware that there is a form, I'm sure he will use that instead.
Online reservation
Online reservations

Member Directory (5 mentions)

Membership List

Membership names

I like the directory.

Member directory, news about what's going on

Directory easily accessible

WebCam (3 mentions)

The webcam for the beach

Beach Webcam

Webcam to show wind/water conditions on buoy field

Don't Know at This Time (16 mentions)

I have not made the time to use it. I do look at news from you.

Have not signed on

NA

Do not have an opinion.

Don't know

I have not used enough to have a good answer

Don't know yet

Don't know

Not sure.

I don't use it often enough to give feedback.

Have not used enough

Unknown

Don't know

Tbd

Have not looked at it yet

Not sure yet

What areas of the website need improvement? Please be specific

93 responses

No Improvements Needed (17 mentions)

None

None

It's fine

Website as is works for me.

Can't think of anything

Seems fine to me

Haven't noticed any yet
None right now, thank you
None so far
No suggestions
None right now
No opinion
No suggestions
No problems yet
None
Have not looked at it yet
None

News, News Blog, Newsletters (8 mentions)

I don't like getting an email with an update that only shows the first sentence, and then after I click on it I need to login. Email update with no login would be better.
I'm not tech savvy enough to explain. Some announcements are a little confusing.
Board activity (timely as well as historical).
More community news.
the membership directory is very hard to read/follow, the old one was better
More News up front
Post all newsletter sent out via email. This allows a reference for all members
Seems that not all member notices that are delivered by email are available in the news area.
Send reminder if you put something in
Prefer paper newsletter

Online Reservations (9 mentions)

Don't always receive the confirmation that the reservation is " on the books " - just that it is received.
I think the tennis sign up needs some improvement. It still seems that one can sign up for a court before the 8 am sign in time, and that causes confusion.
Real time availability of lanes and courts
I was unable to access the "Live Pool Reservations Schedule"
In regards to the pool availability - more clarity as to whether a lane is open or not would be helpful. I'm not sure what the "1" means. I'd recommend using a simple "Available" and then have each lane be a Y or N. Or Y1 if one spot left. But something that makes it more clear.
Label pickle ball courts with numbers
Pool reservations do not give immediate confirmation. Even though you can see an available lane you have to wait for an email confirmation. This is inconvenient especially if it is after hours.
Lane reservations are slow and difficult for family to use
Pool reservations should be set up the same as court reservations

Membership Directory (4 mentions)

Membership directory needs an edit feature to self correct. My Account is blank. I submitted some corrections about a month ago and now nothing is showing.

Directory might need to be update (how current is it)?

Membership Roster

We have updated our mailing address several times, but you are still sending info to our old P.O. Box. Also you don't have separate lot address & mailing address for the member directory.

Improved Webcam Access or Views (4 mentions)

Better access to lake view cameras

Improve the webcam.

Please change orientation of webcam to show entire buoy field (orient more to the left)

Web cams at the beach aren't easily accessible

Sign-in Process (3 mentions)

Ease of access/entry to the site...currently not very intuitive...

Problem with signing in

When I log in, it takes me to current news page and I am not sure that is the most helpful place

I have had trouble logging in. I have usually been helped

User IDs (2 mentions)

Improvement in assignment of user id and password

Assigned user name is ridiculous. It a bit too compartmentalized

Miscellaneous (14 mentions)

Security; Use 2 pronged ID

Not very easy to create an account on my own.

The information architecture could use some improvement as well as the mobile experience. The fact that there are two mobile menus is really against best practices.

Setting up sub accounts

Not clear where family members list is kept. Write this in. I had to call. Need place to make changes or additions to this list...ie new grandchild.

More photos

Calendar seems incomplete and should be Sun - Sat, not Mon - Sun

Can you display the password to the wifi prominently on the member login page.

E-commerce

I have old equipment so easy access

Sometimes it seems slow.

Wind tracker down on the beach to inform boating conditions. Or Austin and team post updates.

Minutes from all meetings should be included. if they are there and I overlooked please send link.

thanks so much

Sorry, I haven't used the website yet.

Don't Know at This Time (30 mentions)

Unsure at this time

Not that familiar yet

Don't know

Unread
Never visited
Not sure, not up there this summer due to construction
Have not used
Have not used enough
Unknown
Unfortunately, I haven't used it enough to comment.
Only used it once so can't think of any yet
Unsure
N/A
No answer.
No suggestions
0
Can't think of anything
Still not completely reviewing site
Don't know yet
Don't know
Don't use it enough to suggest improvements
Do not have an opinion. .?
NA
Not sure
N/A
Have not signed on
No answer as I have not looked at your website.
Not sure, haven't used it enough
Not sure
N/A

What new functionality would you like to see?

93 responses

Nothing New Needed (46 mentions)

I think that the website is doing a good job and provides better communication between members and the administration than we've ever had.

Works great

All good.

None

None

?

Not sure

N/A

No idea

All good
I can't think of anything
It works
Unknown
Unknown
Not sure
It's all there
No comment.
Do not have any functions that I would like to see at this time.
Can't think of anything
Nothing different
Don't yet know
Unsure
Don't know
No answer.
No suggestions
0
Seems fine now
None I can think of
Nothing now
Can't think of anything
None right now, thank you
Don't know yet
None
No suggestions
None right now
No opinion
No suggestions
No answer
NA
Not sure/ will have to use a few more times
No answer
Have not signed on
I don't know.
Can't think of anything yet
Not sure
Not sure

Online Reservations (9 mentions)

I like the way the Tennis reservation system is set up and think the pool reservation system should be the same.
Make a lane/court reservation and instantly know if the reservation request is accepted
All reservations automated through the website with immediate confirmation.
Bocce ball reservations

A real reservation system

Make reservations for the beach barbecue online

Buoy field reservations and management so all buoys are being used

It would be great to sign up for tennis lessons, not sure if that is an option now

I would like a list of members looking for tennis and pickleball matches (with their rating) on the website (not just the paper sign up sheet at the clubhouse)

Board Related (6 mentions)

Advance notice of Board meetings, at least 1 week in advance

I would like to see everyone's name that applied to run on the board. Let membership vote on all that want to devote their time to this great community.

Archive of meeting minutes, financials, etc

Bibliography of key previous emails related to renter issue

Ability for renters to use facilities (non peak so no 4th of July)

I believe you should add a voting application so you can include all applicants who are running for committees / BOD.

Webcams (4 mentions)

More cameras (e.g. used to be 2 at the beach, now only 1)

Add video camera for pool and tennis

Easier way to see the webcam, more webcams.

additional camera(s) showing different views of beach/water

Online Payments (3 mentions)

Making DPA payments

Payments

Pay online through the website

Miscellaneous (18 mentions)

I'd like the calendar updated with all DPA related events.

I'd to access it on my phone. I don't think it performs as well using the phone.

Membership by street/ and last name

App usage

Community email forum to share service providers, sell stuff, improve communication / safety.

Way to get members involved in undergrounding utilities

Local news and neighborhood conversation

I don't think all aspects of the website need to be password protected, eg the map, general info, the beach cam.

Add air quality links.

Summer staff names, pictures, profile

Updated family list with pictures

Inclusion of interesting/timely video clips...interviews with DPA leadership and members and new members with family photos...

Alerts when beach or pool must be closed for lightening, etc. Or bear incidents in the

neighborhood.

I'd like to be able to edit my contact information.

I can never remember a password , how about assigned addresses for access or something related to the ownership status of lot

Classified section - so many great families with barely used gear that others I'm sure would love to take advantage of.

An events calendar

Option to provide suggestions, such as how kayaks and boards are stored at the beach.

Open Comments

Please feel free to provide any other feedback to the Website Committee on the current Website functionality.

29 responses

Appreciation (21 mentions)

Appreciate the effort to develop the website

Good Job

We love the new website

Fabulous job by staff managing reservations!! And always pleasant and helpful if I need to call .

Doing a wonderful job. Thanks

Many thanks for the upgrade

Keep up the good work

Thanks for your excellent work on the web site.

It's definitely a great improvement! Thanks.

Upgrades have been fantastic. Thank you Nate!

We had not logged onto the website, but now that we have, we will more. Thanks for all the work on it!

Keep up the great work!

I like all the changes and access to DP news, rules and calendar

Thank you for the improvements, things have come along way and I look forward to a great year ahead!

Great work! good communication via email, etc. good website

Love the website! Great work!!!

I will do so if/when I feel I have something to contribute. Thanks so much!

We really like the work you are doing.

Thank you

Keep up the great work! We are impressed having been home owners here remotely and now retired here full time!

Keep up the good work. Thank you!

No comment at this time (4 mentions)

Nothing now

None

None now

None

Miscellaneous (6 mentions)

Please make paying our annual dues easier.. an annual auto payment option that we could set up for all future payments would be great!

When sending out emails, it would be better to include the whole news story I'm the email rather than making users login to read the story.

Keep up the firewise advice I think you need a note about BIGGER HOUSE NUMBERS FOR FIRE PROTECTION

There are a few ways to improve the information architecture of the website. This is something I do for my job so let me know if you'd like some tips.

Why should I visit website?

I don't understand the family sub-account. We had trouble using it to make lane reservations for family.