Report on SIRA Trial – Membership system, May 2015

1. Participants

If the 24 people invited 14 participated. 6 provided feedback. 9 people used PayPal, 3 'used' EFT and 2 didn't make a payment.

Firs Name	Surname	Participated	Process	Payment	Survey
Boyd	ATTEWELL	Yes	Renewal	PayPal	Yes
Roy	BAKER	Yes	Renewal	PayPal	Yes
Michael	BELL				
Rachel	CARTER				
Michael	Chapman	Yes	New Member	incomplete	
Emmie	COLLINS				
Carol Beth	FLOYD	Yes	Renewal	EFT	Yes + Email
Shona	FORSYTH		New Member		
Iza	FOSTER		Renewal		
Cass	GYE	Yes	Renewal	EFT	
Bill	GYE	Yes	New Member	PayPal	Email
David	HEGARTY	Yes	Renewal	PayPal	
Paul	KINNISON		Renewal		
Sharon	KINNISON	Yes	New Member	PayPal	Yes
Michael	KNEIPP		Renewal		
Maria	KORTEKAAS	Yes	Renewal	PayPal	
Rebecca	LATHAM		New Member		
Ian	LAUGHTON-SMITH	Yes	New Member	PayPal	
Robyn	LAUGHTON-SMITH		Renewal		
Marie	MINSLOW	Yes	New Member	incomplete	
Philip	PRYOR	Yes	Renewal	PayPal	Yes
Martin	READMAN		Renewal		
Judy	READMAN	Yes	Renewal	EFT	
Karen	Warburton	Yes	Renewal	PayPal	

2. Feedback

Process: New Member

<table>
<tr>
<td>What are your comments about the overall experience?</td>
<td colspan="2">

ok think it should work well and would like to proceed

1. At the Entry Point of the SIRA self-service portal I have several choices and as a novice I may not be sure which to select. For example there are:
   a. At the top there is "Join SIRA"
   b. In the middle Menu Bar there is "Memberships"
   c. There are three choices in box "This site enables members to view their details, manage or renew their membership and pay for services and membership fees." Not a member yet? Join now!
   d. In the next box there are also 3 choices
2. Maybe just a big Button "Renewing you membership or Joining SIRA ", which takes you to three choices
   a. Are you wanting to join SIRA (click here) or
   b. Are you an existing member (click here)
   c. Don't know if you are an existing member (click here) – which goes to the same page as (a).

1. In filling out my application there was nowhere it asked for a password. Yet to sign in as a member I need a password.
2. Even though the system did not ask for a password after payment I was logged in and so tried "change password", but it needed my current password to do so could not do that.

Otherwise all good and Phil can now retire to Switzerland.

</td>
</tr>
<tr>
<td rowspan="4">Please enter your comments about the following:</td>
<td>The online application form</td>
<td>some of the text could be more helpful or directive maybe click an option and you scroll down page to relevant section</td>
</tr>
<tr>
<td>The application initiation email</td>
<td>choice of membership or water only? do you mean membership with water access or water only as choices</td>
</tr>
<tr>
<td>The invoice received by email</td>
<td></td>
</tr>
<tr>
<td>The email containing log-in details</td>
<td>not clear about the meaning of green ticks eg. confirmation and green tick is that confirmation sent and</td>
</tr>
</table>

	The 'payment' process	pay pal worked well
	The 'signing' of the non-potable water agreement	
	The receipt received by email	
	The membership activation confirmation email	should perhaps note that there is an opportunity to change the password sent although I did discover this was the case later
	Any other comments?	Should work but maybe the text reviewed so that direction are more direct. Still unclear about the types of membership. Like to know straight away about opportunity to change password with membership email

Process: Renewal

What are your comments about the overall experiencee?	It was good. It's a little hard to know how the system will function once it is fully up and running, but I suspect that any little kinks can be ironed out. It doesn't have to be perfect straight away.
	Fine. Easy.
	Excellent. Fast. Clear instructions. Feels secure.
	Seems OK. Quite straightforward
	It was good--sometimes a bit hard to follow the buttons to push
	1) Emergency Water. I think we need some text here: 'Residents of Scotland Island are unable to purchase water unless they are SIRA members. If you wish to purchase emergency water, you also need to complete this form.'
	2) Emergency Water Purchasing first tick box. I have understood understand the SIRA Membership Terms and Conditions [with link?]I agreed to above. Frankly I'm not sure about this clause at all – not sure it is meaningful to ask people to say they understand something. Legal eye needed on this?
	3) Emergency Water Purchasing: in last point, change warter to water.
	4) Water Line number – can we link to the Emergency water page on the website that has the water map? http://www.scotlandisland.org.au/community/emergency-water/
	5) Survey – I think this should go at the end.
	6) Survey questions – first bank. Instructions should go at the top, not after the question. Ditto for any other instructions in this section.
	7) Finally tiny design things that perhaps are not relevant just for the trial – indented instructions look funny, and I dislike the light grey colour for instructional text – old eyes!!

Please enter your comments about the following:	The email reminding about renewal	fine tick OK good
	The invoice received by email	fine arrived correctly, tick Looked a bit basic. Could be a bit more "business like". good
	The email containing log-in details	fine tick it was a bit confusing in that I had to log back in a set a password perhaps could be a bit clearer for the not so techie minded
	The process of online, including the form	fine I've sent a recommended wording that is shorter OK Ok, clearer buttons
	The 'payment' process	fine tick appeared very straightforward. fine
	The 'signing' of the non-potable water agreement	fine except document appears twice in the form - think it might be the wrong document - Hubert I know you are already looking into this tick - much clearer than it has ever been! didn't do this! oops! fine
	The receipt received by email	fine tick would like to see this as an attached file not in the body of the email yes--details in the email did not change after I had changed my details on line though
	The membership renewal confirmation email	Yes except best to say 'No need to include a message, just hit reply'. tick OK find
	Any other comments?	The look of the membership form is a bit old-fashioned. Not sure if there are options or not. Ready to roll! lots of emails for a simple task. I guess it needs to be in the initial phase