UKWAS 4

WEBSITE AND PUBLICATION

USABILITY SURVEY

65 RESPONSES

Survey ran from: Monday 1 April 2019–Friday 24 May

PURPOSE OF THE SURVEY

We stated that the purpose of the survey was to gather feedback on the usability of UKWAS V4 and the formats in which it is delivered – it was not about certification schemes per se, nor the contents and requirements of UKWAS.

We also stated that the detailed survey results would be anonymous and only used to create a feedback report with recommendations to the UKWAS Steering Group/Board.

The survey feedback and recommendations will be considered in 2020 when the next revision cycle begins.

Survey questions (1–12)

About you

Q1–4   Name/Organisation/Job title/Email address

Certification status

Q5   Are you currently certified? Yes/No
Q6   Is it an Individual or Group scheme? (Individual/Group)
Q7   What is the area of certified forest/woodland (hectares)? (<10/10–50/50–250/>250 ha)
Q8   How long have you been involved with UKWAS? (V1/V2/V3/V4)

Accessing the UKWAS Standard and supporting documentation

Q9   How easy do find it to access information on UKWAS?
            Very easy/Easy/Neither easy nor difficult/Difficult/Very difficult (plus further comments box)

Q10   When do you use the UKWAS Standard?
            (Planning/General forest management/Before an audit/During an audit/Don't use – leave to auditor)

Q11   Where do you tend to use the UKWAS Standard? (In the office/In the field)

Q12   Which formats do you use? (plus further comments box on format choices)
            Web pages/PDF on computer/PDF on mobile platform/PDF printed off/Bound official booklet

Survey questions (13–18)

Usability and structure of the UKWAS Standard

Q13   We've changed the structure of the UKWAS Standard in V4 to make it
more logical/easier to navigate. Do you agree that the new format is easier to use?
Strongly agree/Agree/Neither agree nor disagree/Disagree/Strongly disagree
(plus further comments box)

Q14   What do you like about the structure and format of UKWAS v4?

Q15   What do you dislike about the structure and format of UKWAS v4?

Q16   How could we improve the usability of UKWAS in future?

Q17   In what format(s) would you like the Standard to be published?

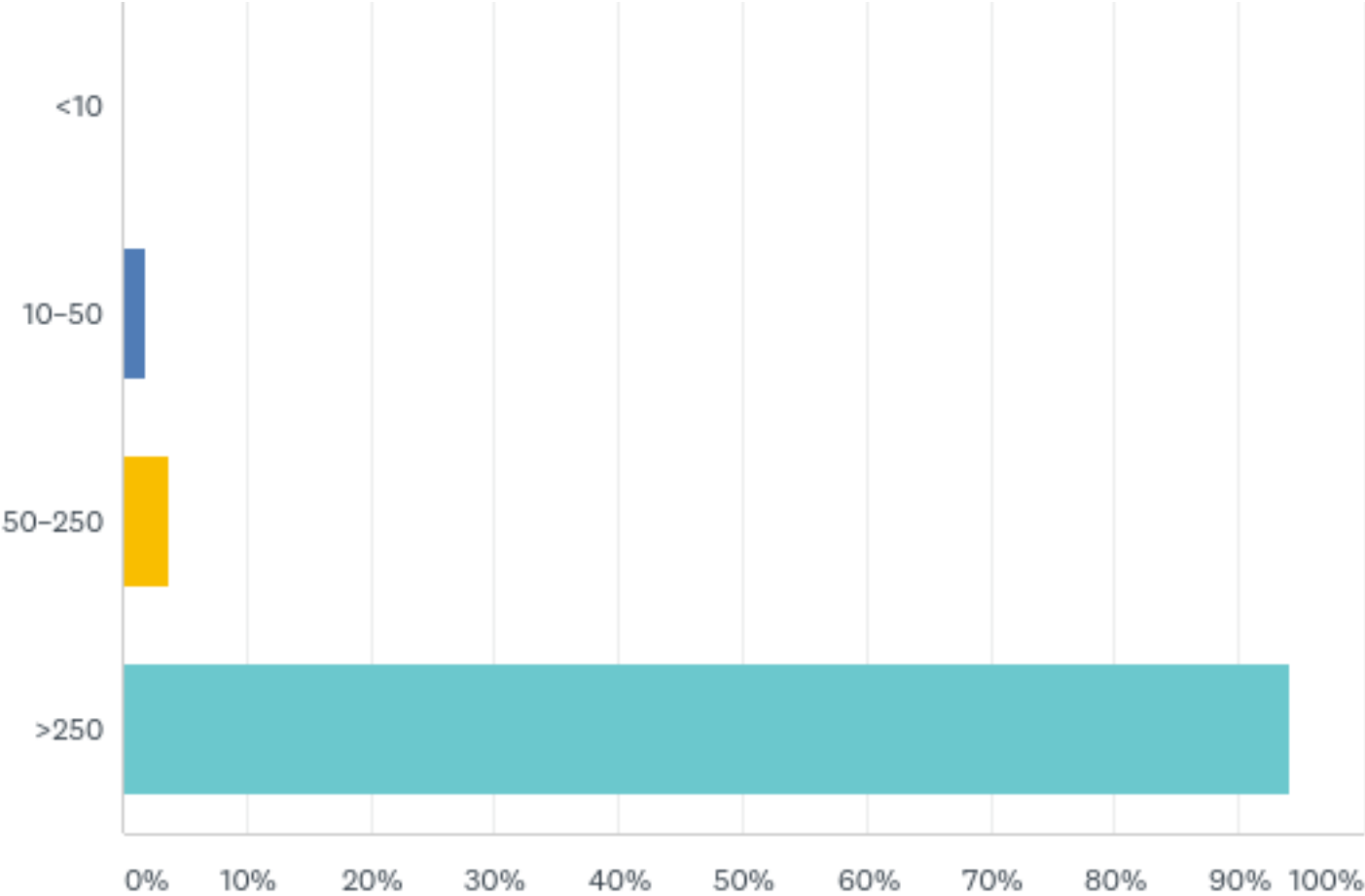Q18   Do you have any other comments to add?

Respondents currently certified
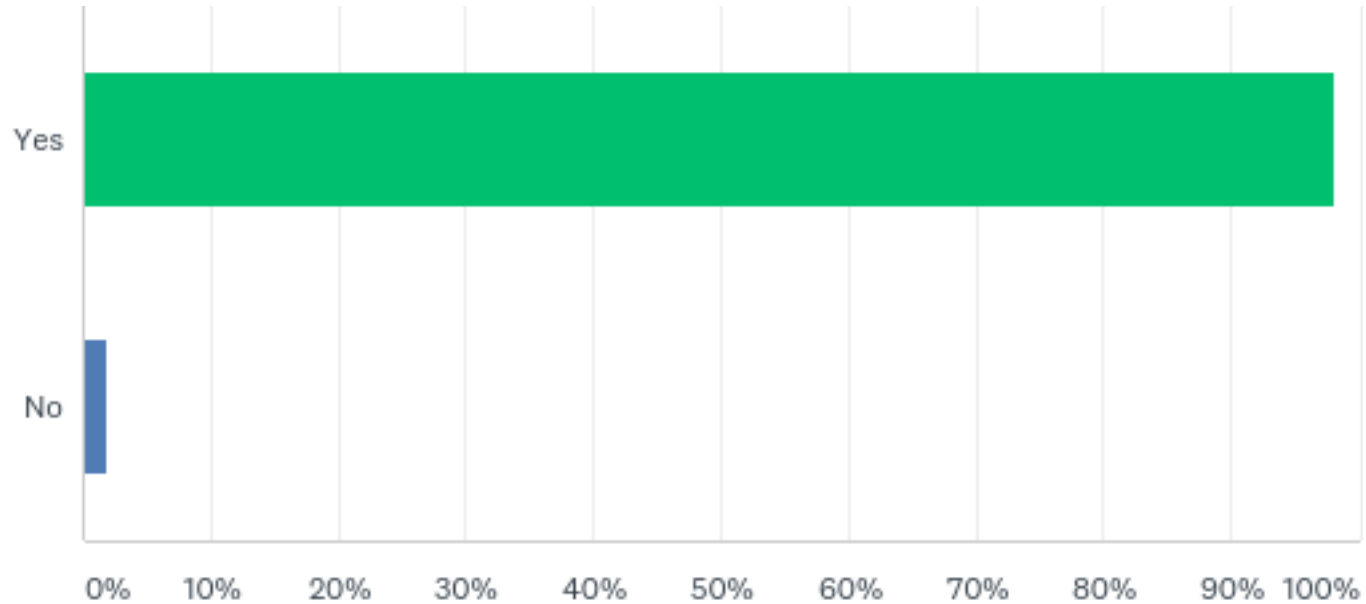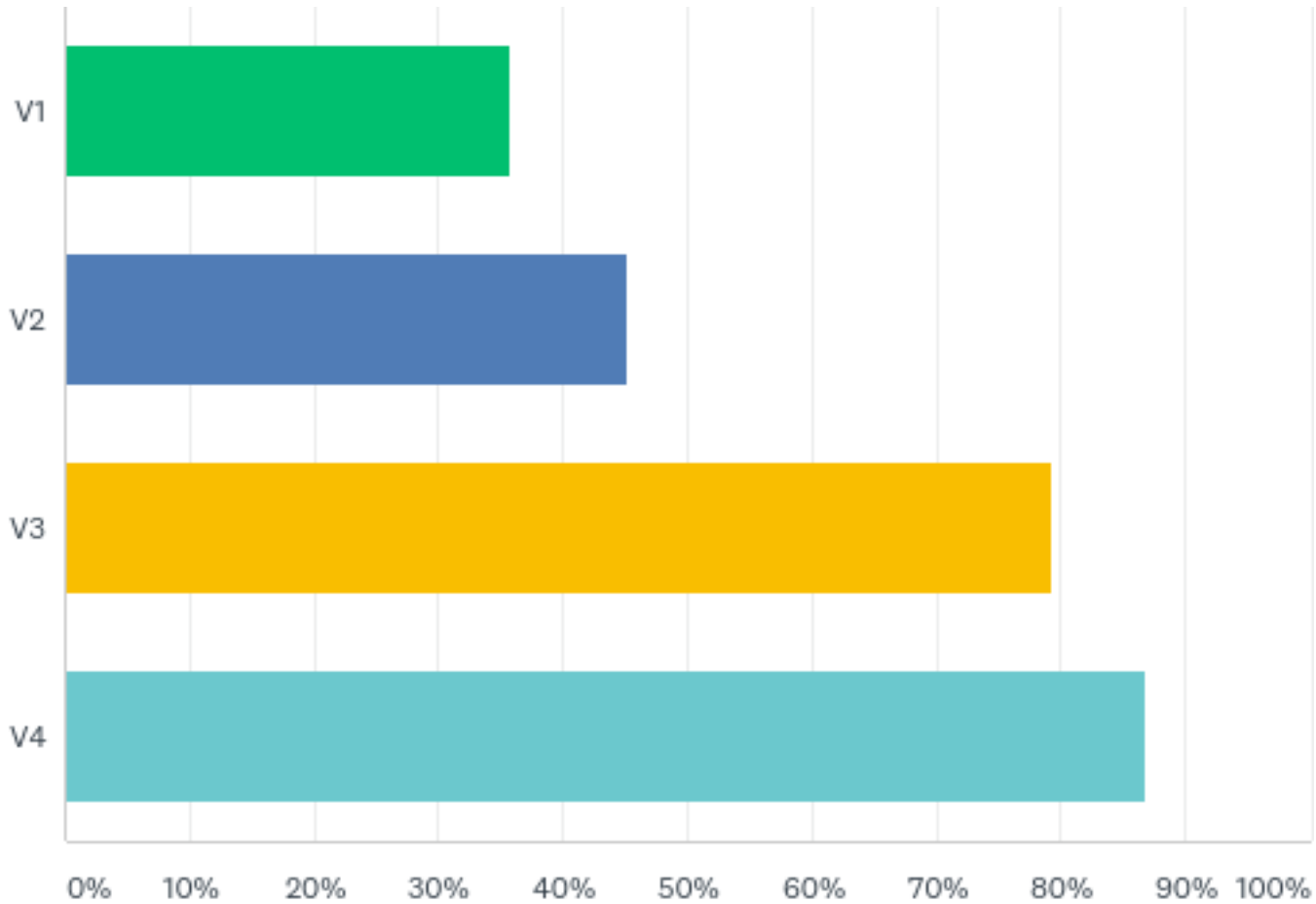
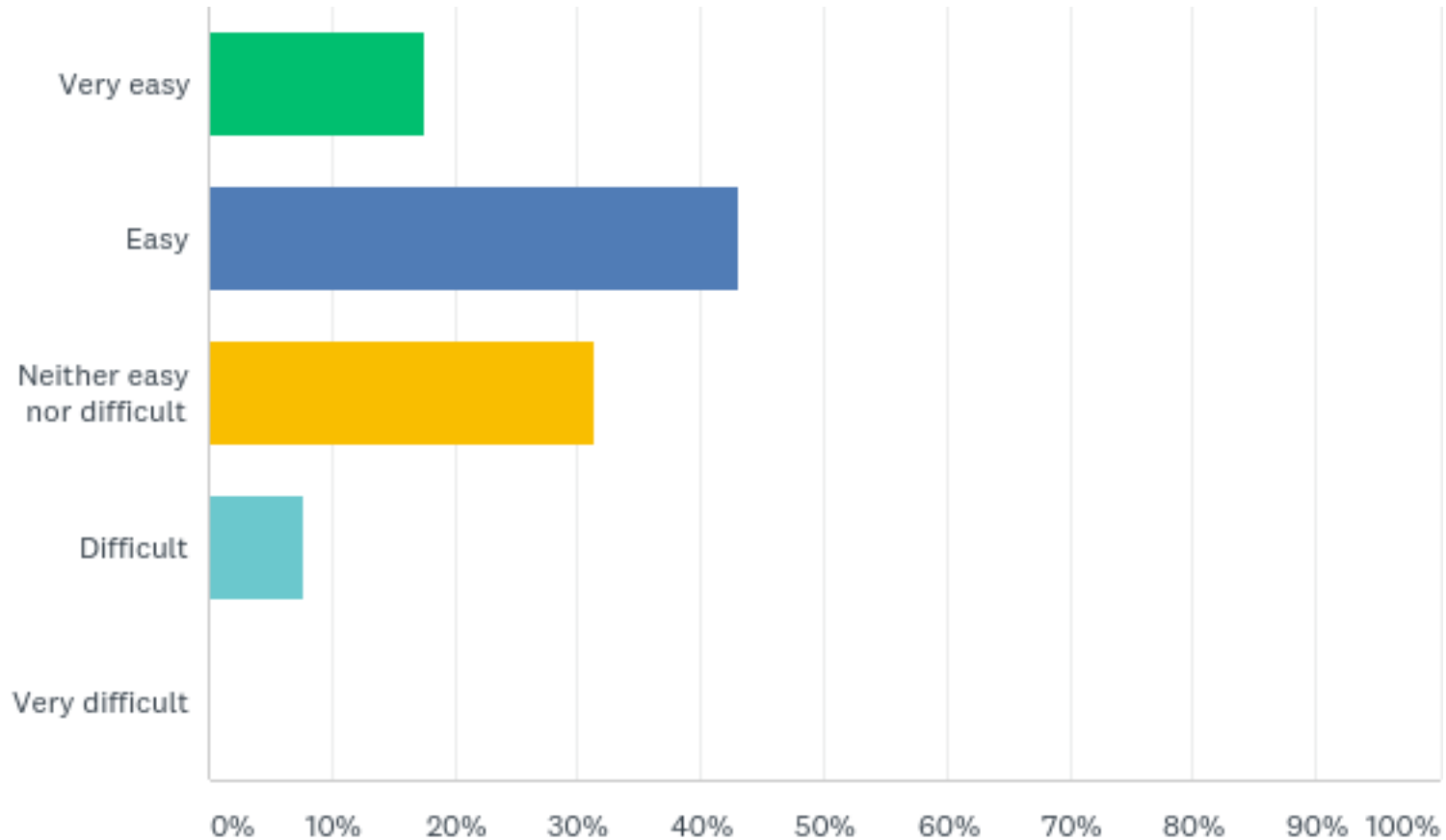# Individual or Group schemes
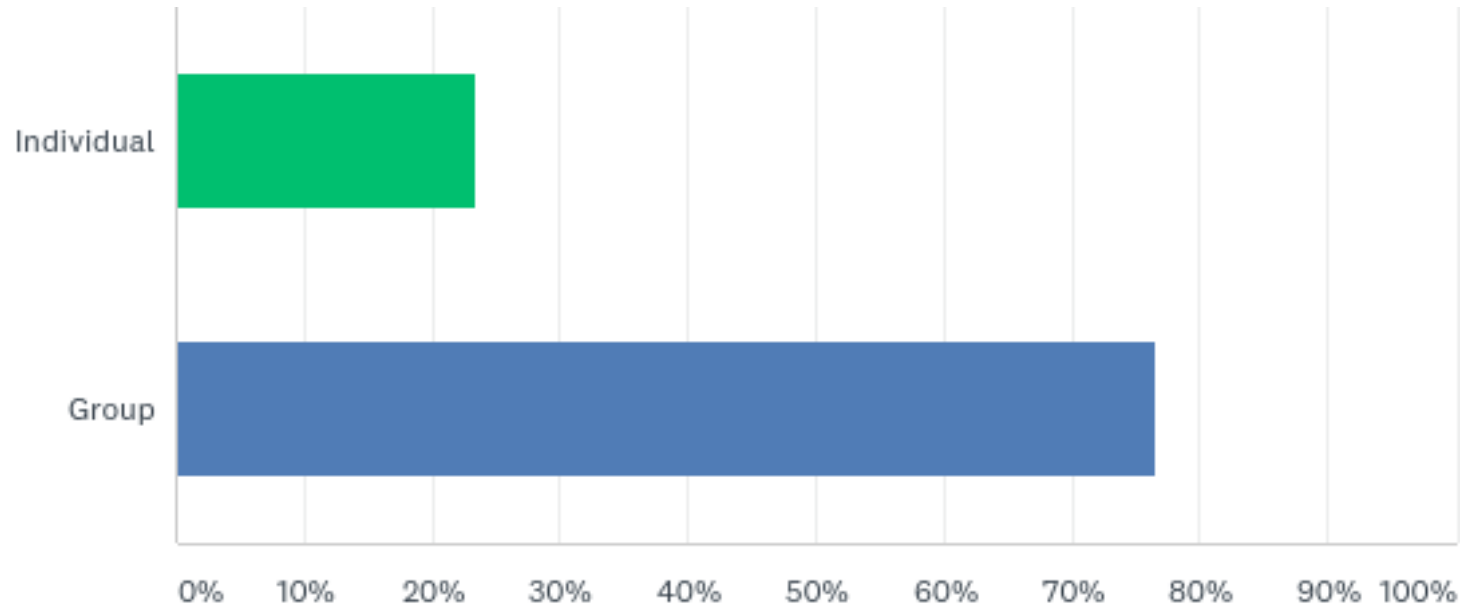
# Area of certified forest/woodland (ha)

Length of time involved with UKWAS

Ease of access to UKWAS information

Ease of access – free text responses

- www.ukwas.org.uk is at the top of the list when carrying out a Google search.

- Information accessible on the website in a manner that allows for easy interrogation.

- Accessible website, simple to navigate. Options to expand or hide additional information to assist with searching specific information.

- Information is online and available from company support (Tilhill).

When UKWAS standard used
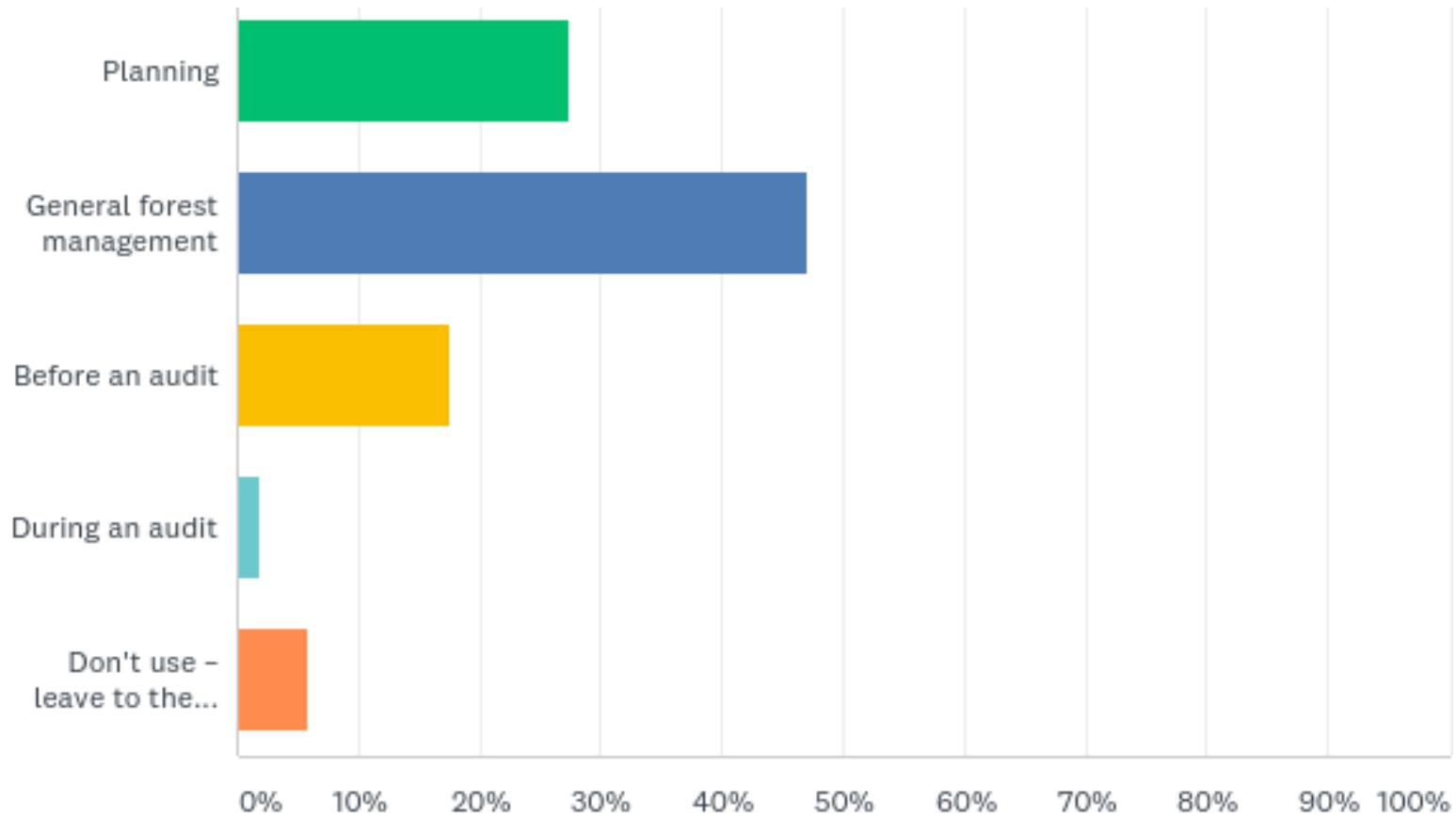
Where UKWAS standard used
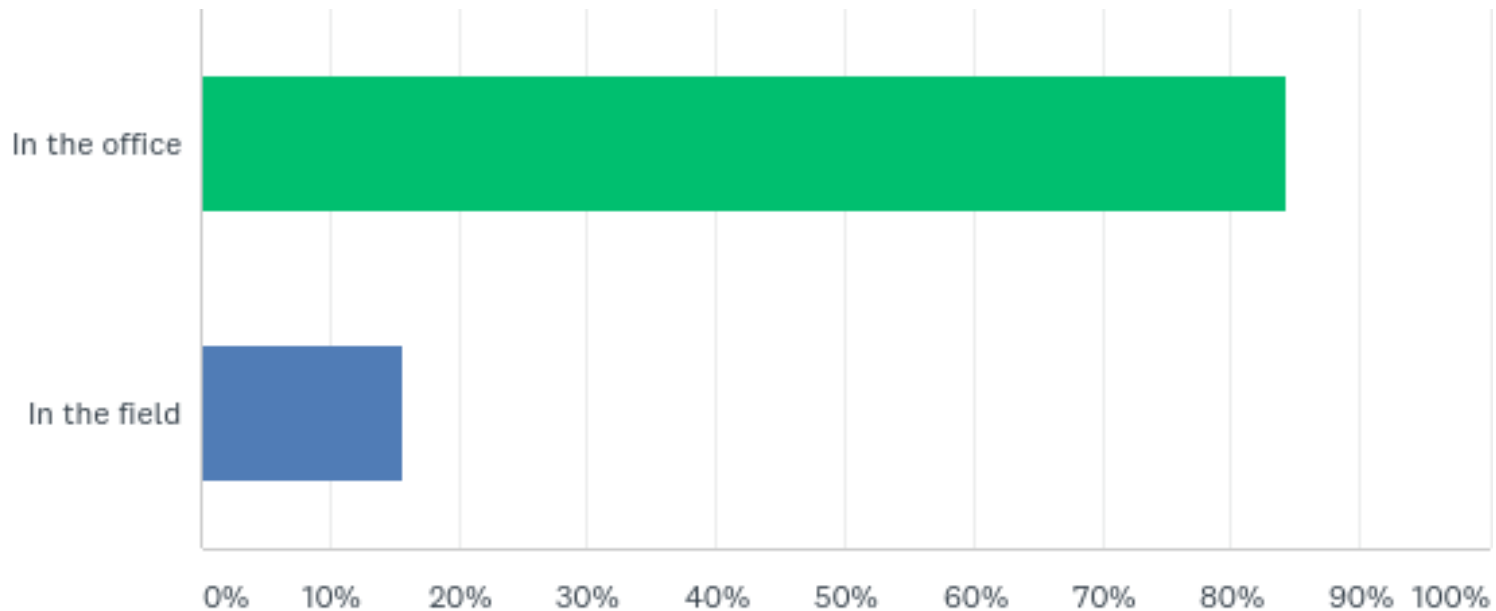
Which format of UKWAS standard used
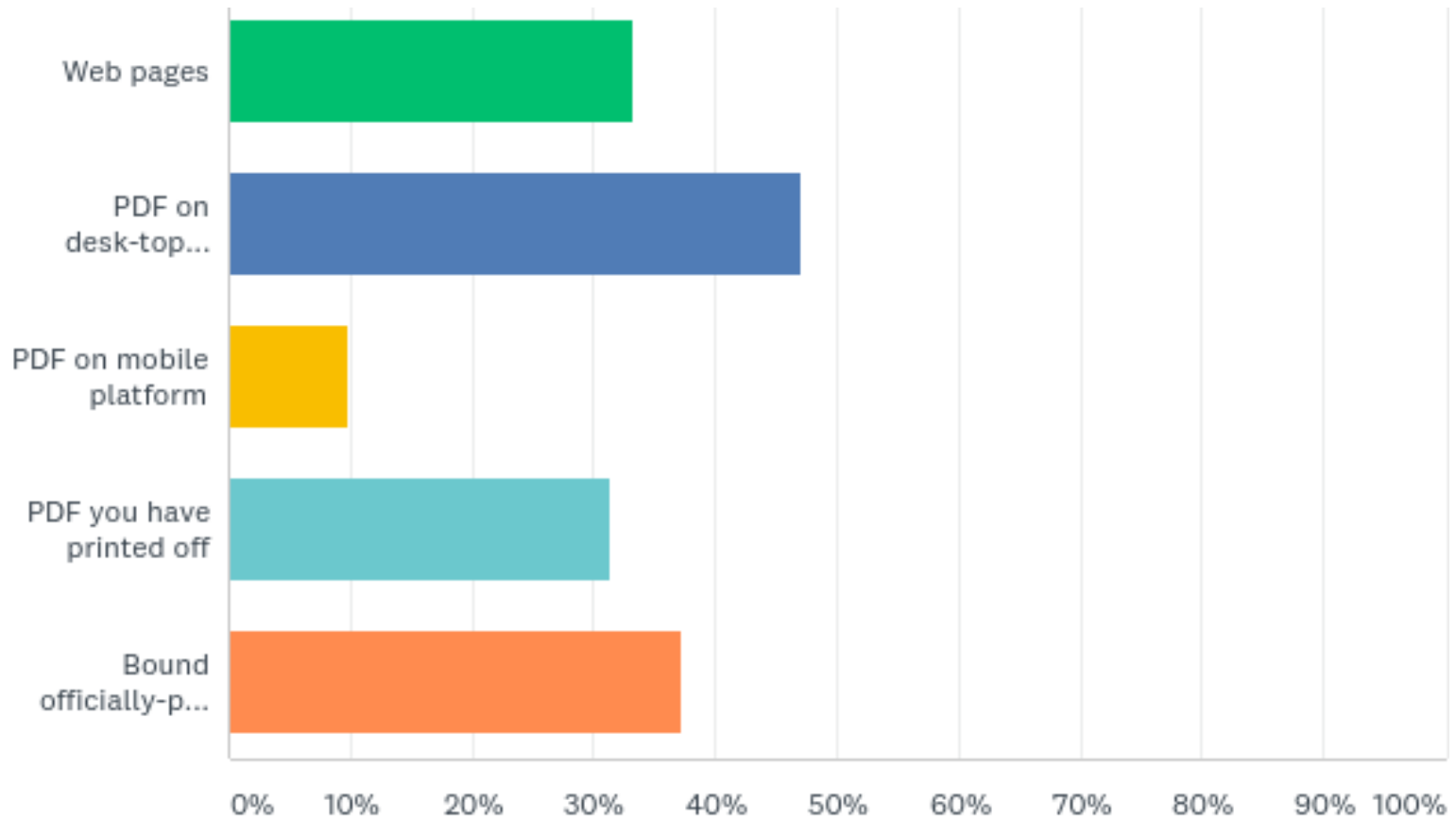
Format choice – free text responses

- We have an electronic copy in OneNote within each audit for auditors to reference (Tilhill).

- I find it much easier to use a hardcopy of publications.

- Official (bound) booklet is still worthwhile.

- Printed version would be good (bound).

- I much prefer the PDF copy to the interactive version on the web page.

Agreement that V4 format easier to use
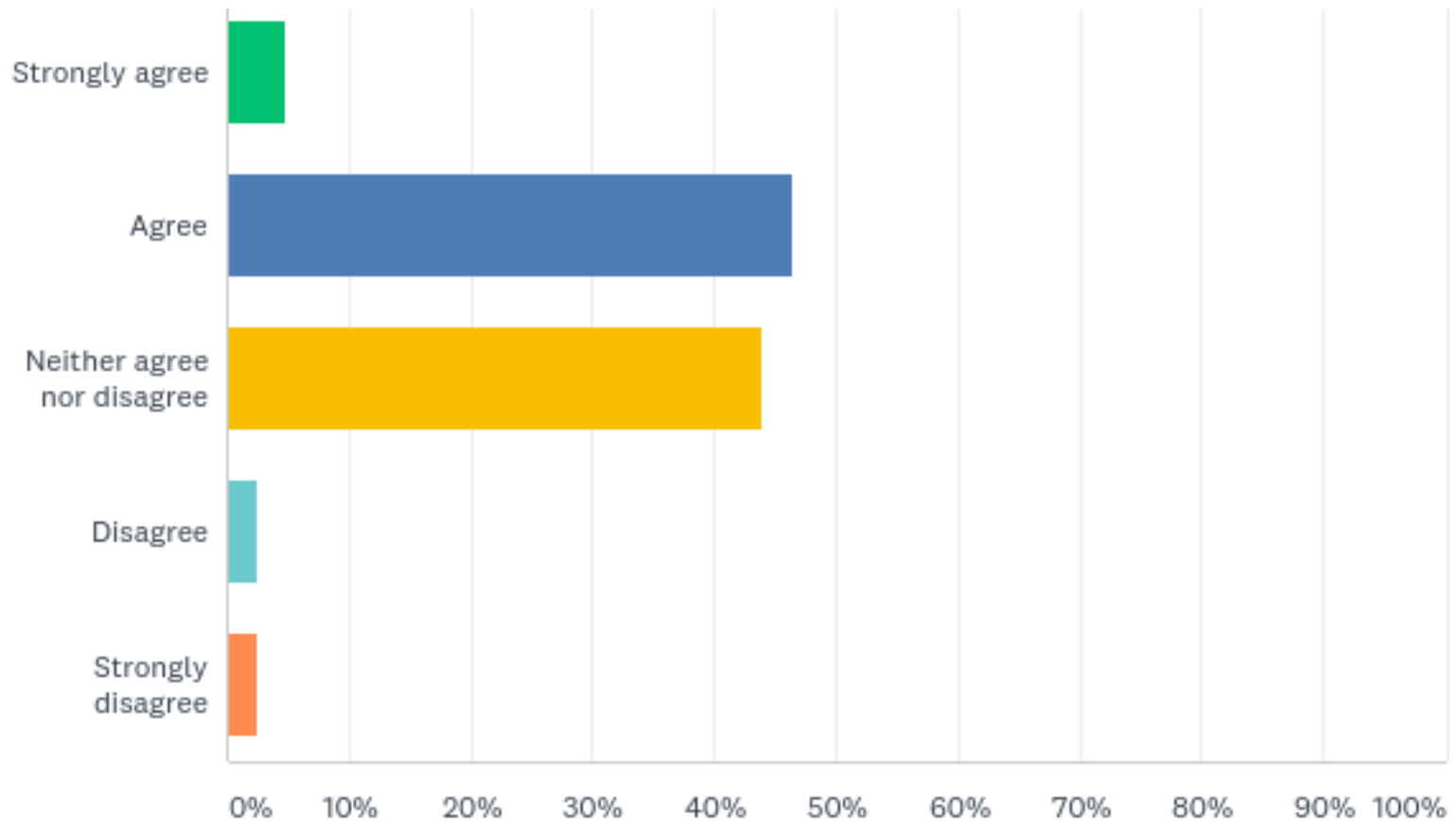
What is liked about UKWAS 4

Most respondents liked the 'Logical format of layout, colour of pages and text boxes' and found it easier to follow.

- Structured and logical topic headings

- A more logical flow through the issues as they arise during an audit.

- Better structured. Easier to become familiar with the document

- Easy to navigate, clauses grouped better

- Clear language/easier to interpret

- Lots of useful guidance/guidance notes

- Clarity on what is a requirement and what is guidance. Easy to differentiate between guidance and example verifiers.

- Easy to follow verification guidance in V4

- Information flow better and easier to get to the pages you need using the content pages.

- Clear and easy to find relevant questions.

What is disliked about UKWAS 4

A few respondents feel that navigation still takes times as: 'It's a lot of words/Still a very large document/Long/Lengthy, could be more concise'.

- Typeface is quite small in official handbook.

- I do not like the double column layout, for me difficult to follow.

- I did not like the online HTML format – prefer PDF format.

- Difficult to locate particular requirements unless you are very familiar with the document.

- Grouping of requirements within sections does not always seem logical. It feels like more requirements have been added than removed.

- The standards are too wordy and open to interpretation. It should be more clear cut with requirements, and be aligned more to industry standards.

- Too wordy and jumbled up. It could be streamlined to be even simpler again.

- Glossary of terms could have had the page reference, i.e. deadwood related pages xxx

- Some topics are covered in great detail with numerous sub-clauses and details and others less so.

How usability of UKWAS could be improved

Responses ranged from 'no improvements necessary' to ... 'UKWAS and UKFS should be combined/fully integrated' or 'aligned with other ISO management standards'.

- Keep as simple as possible with references to best practice/Make it shorter and simpler.

- Use of colour coding – step-by-step ?

- An up-to-date list of permitted chemicals on the website would help managers.

- Narrow the sub-clauses and incorporate requirements in the guidance and indicators

- Less wordy, Less subdivision, e.g. 2.15.1 c

- Single column, start with requirement, follow with Example verifiers, then the guidance.

- Simplify requirements, sometimes these can be confusing, particularly in an audit situation.

- Consider adding 'How you can demonstrate this' under guidance notes for each item.

- The use of visual tutorials, and to streamline chapters that are to the point regards upholding standards with day-to-day commercial operations.

- An index would be useful and keywords at each sub clause. I seem to spend ages trying to find requirements i know are in there!

- it should give examples of best practice in record keeping to help guide on new subjects.

Preferences for future formats

Most respondents happy with current formats – printed hard copy and digital PDF (within this – there is a preference for 'bound' printed copy and an 'interactive' PDF).

- Interactive = clickable links for guidance/glossary and links to related requirements and glossary explanations.

- The digital version should have a good search function (requiring all tables etc to be appropriately tagged so they appear in searches).

- Combining it with a editable digital checklist would be good.

- The website should have a search engine to find particular phrases or topics

- An app-based format/mobile-friendly version would be useful.

- Pamphlet overview.

- Preferred format and structure depends on audience (practitioner, auditor, stakeholder). [Tilhill has its own internal guidance so that practitioners get the information they need. Otherwise extracting the relevant information is time consuming.]