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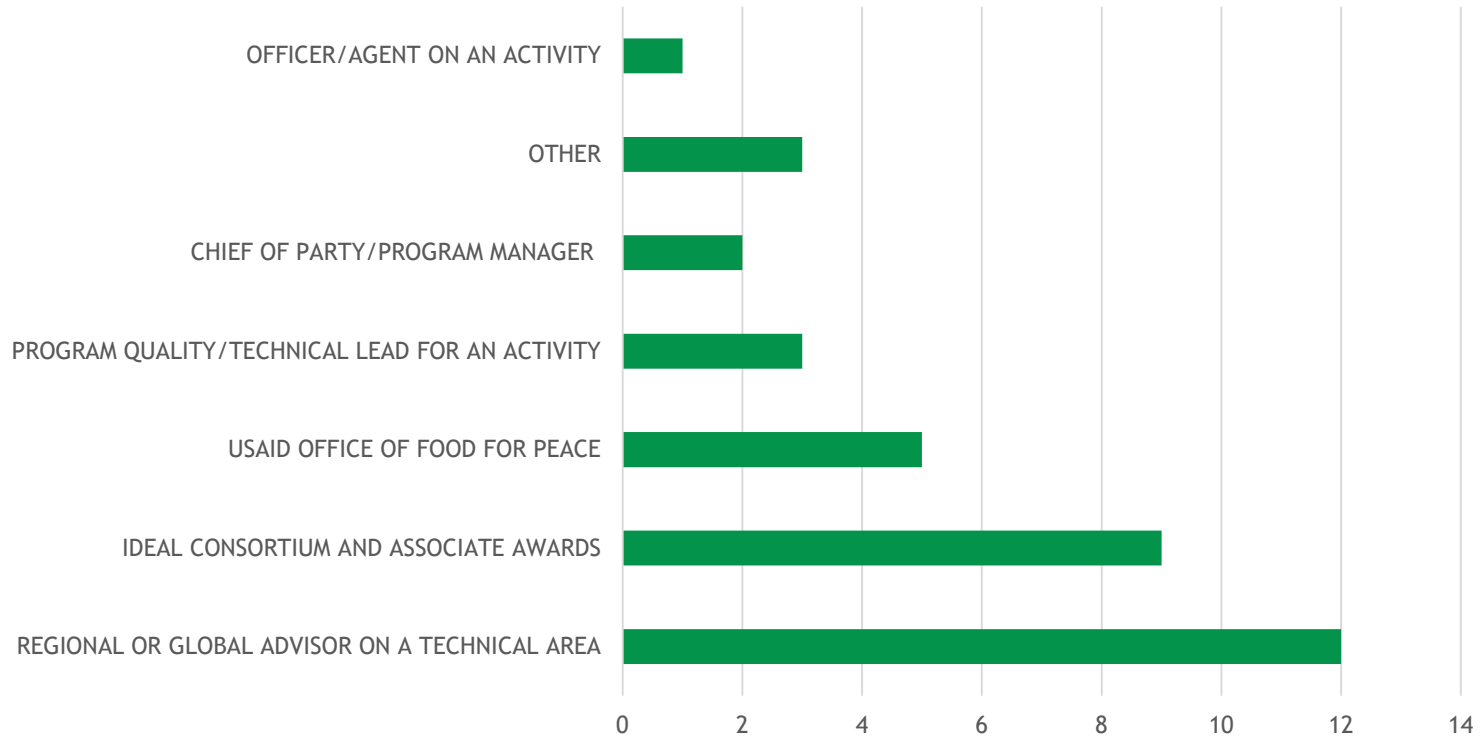


**IDEAL**

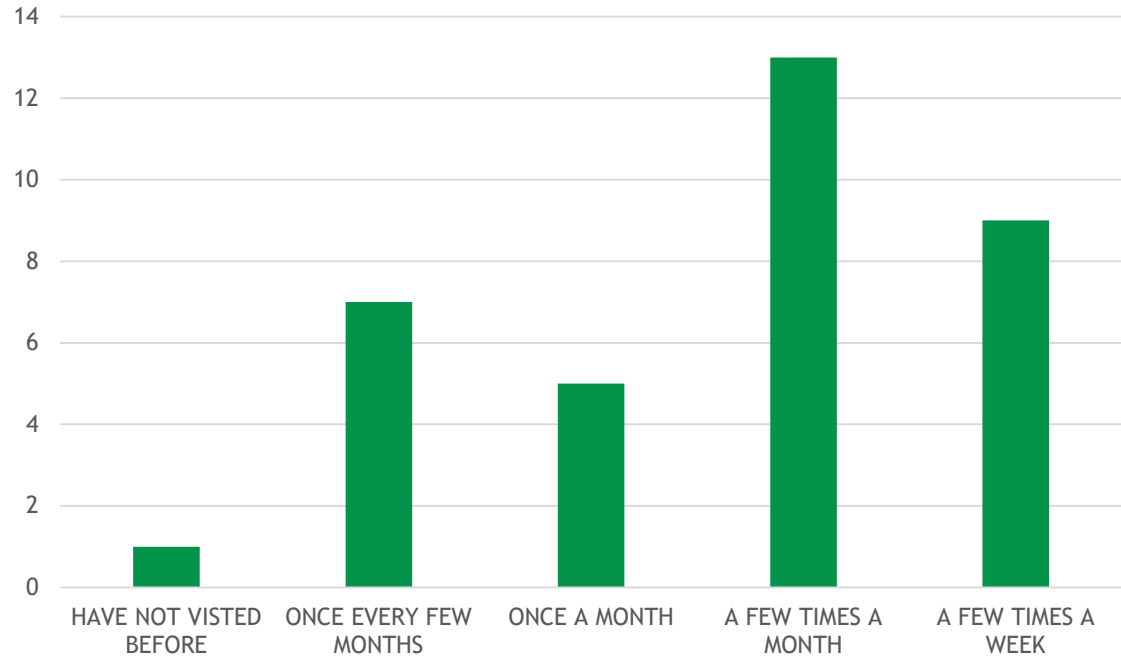
# **Website Refresh: Tell Us What You Think!**

FSN Network refresh survey data  
*(October 9 – October 25, 2019)*

# Respondents (N=35)

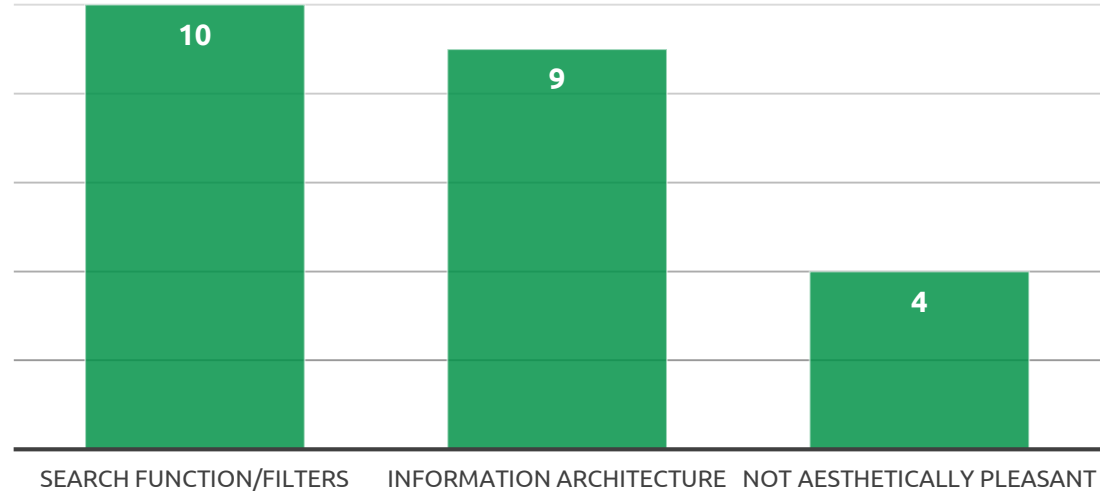


# How often do you visit the FSNnetwork.org? (N=35)



# What challenges have you faced while visiting the FSNnetwork.org in the past? (N=34)

## Most Commonly Reported Themes



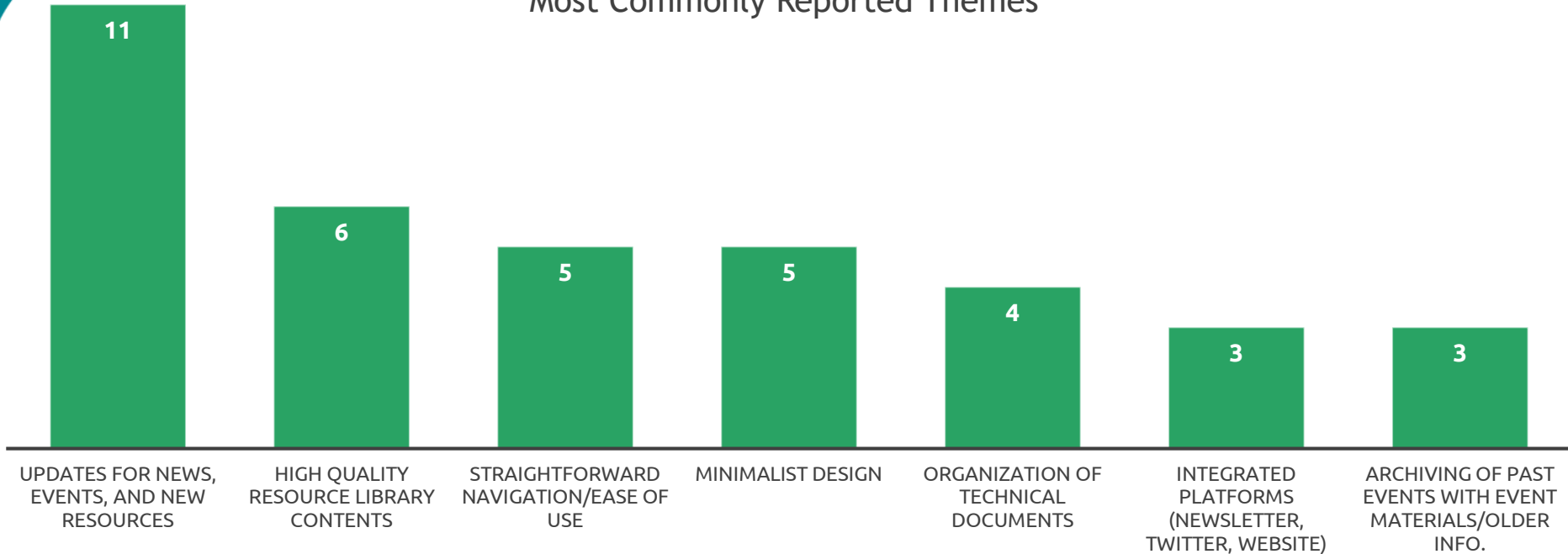
*Other themes include:*

Difficult registration/log-in | Communicating what's going on in the network | Site is text-heavy | Slow to search and download | No option to download all vs. one file | Discussion fora not active | Limited information | Content not of interest to donors | Outdated Resources

*“The website is “clunky” – it’s not easy to navigate nor is the content well-organized. It’s also not pleasing aesthetically – looks outdated.”*

# What do you like about the current FSNnetwork.org? (N=35)

## Most Commonly Reported Themes



*Other themes include:*

Newsletter | Library covers diverse areas of work | Appealing layout | Information on associate awards | Ability to participate in fora | Homepages Slideshow | Easy to subscribe

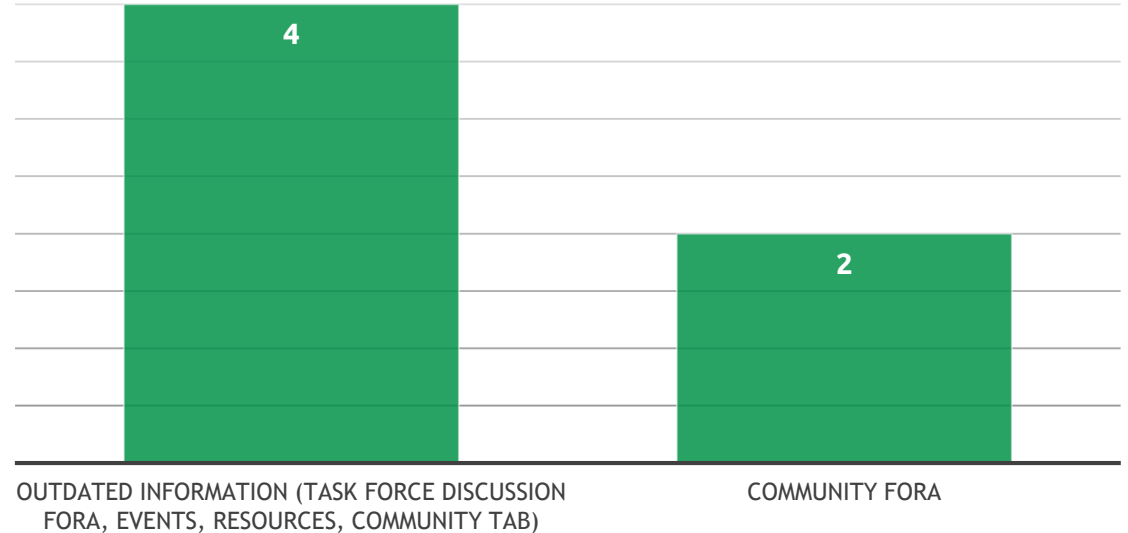
*“Honestly, what I like the best is the newsletter. It has relevant categories and is easy to skim. However, I am unsure how one gets something submitted (like an event) for the newsletter or the website.”*

*“...updates about upcoming events are given in advance, making it possible for one to plan to participate.”*



## What parts of the FSNnetwork.org are not relevant or helpful to your food security work? (N=35)

### Most Commonly Reported Themes



*Other themes include:*

Emergency responses content for development practitioners | Presentation of content/resources for associate award pages | Excessive content that hides more useful documents | Not geared toward donor audience | Homepage slideshow | Confusion over resource categories | Resources and Events



*“Nothing is irrelevant per say, but would prefer having the FSNnetwork.org regularly updated.”*

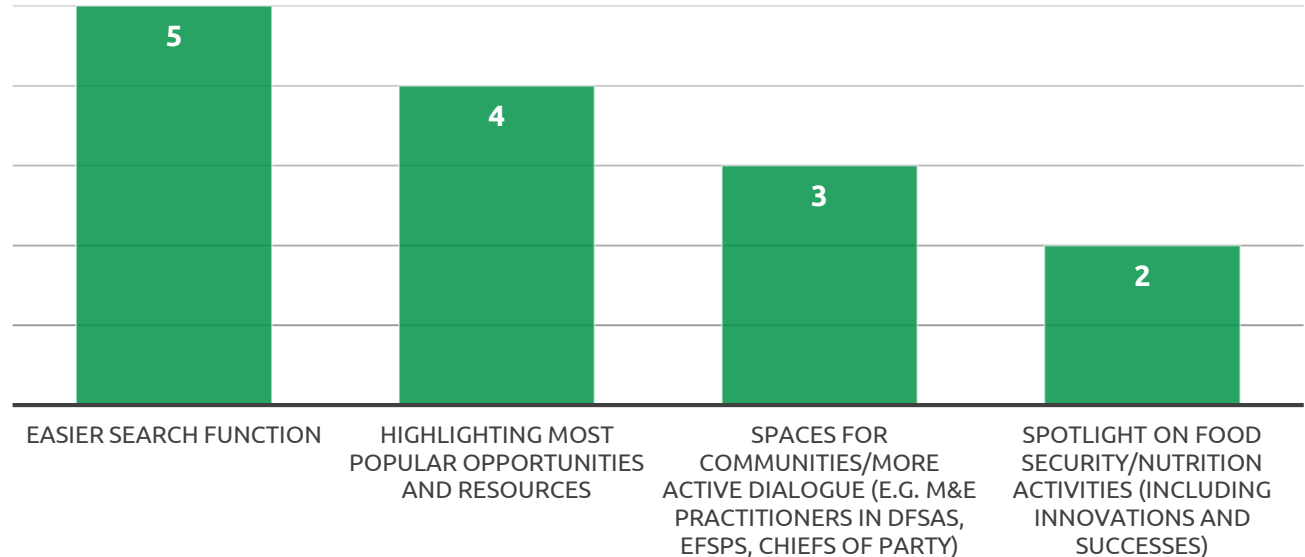
*“The discussion forums which are dominated by individuals and not regularly used by people who are most involved in the implementation of the program”*

Photo Credit: Jonathan Hyams/Save the Children



# What features would you like to see on the new FSNnetwork.org? (N=35)

## Most Commonly Reported Themes



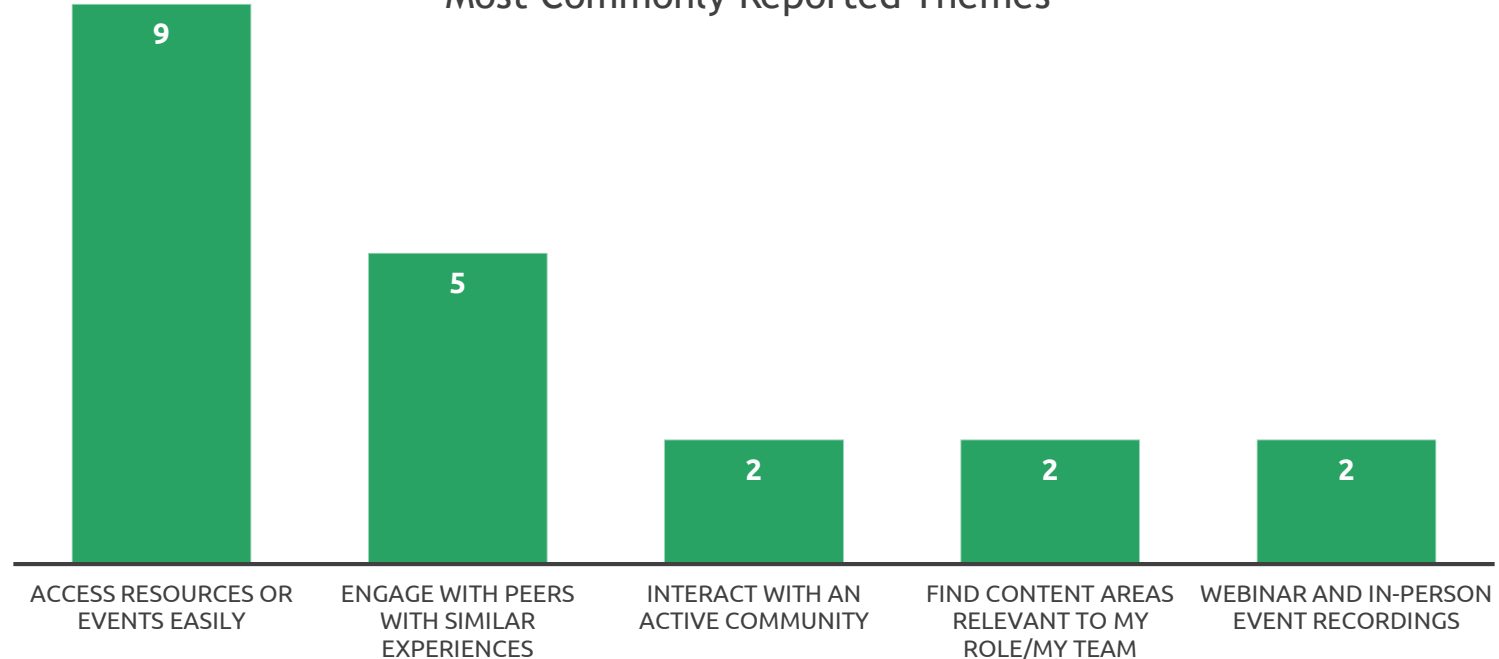
*Other themes include:*

More interactive features | More resources in ICT4D, Emergencies | Dedicated talent opportunity/recruiting area | Integration with other similar websites | Notifications around new content (discussion fora) | Informative landing page | FSN Network Blog | Calendar of events | Map of food security programs | Current information | Resources from FFP | More resources in Spanish, French, and Arabic | Better information architecture | Food security projection | Pull content (e.g. short surveys on homepage with real-time results) | Support in finding the right resources for my role | Content geared toward donor audiences | More photos of food security programs | Something on the history and evolution of the Food and nutrition security programming

*“A general support function so I can have describe my need and have someone help me identify relevant tools, resources, and expertise to meet it. Greater peer-to-peer functionality and awareness of real-world issues faced by my peers.”*

# What do you want to be able to do in the new FSNnetwork.org? (N=35)

## Most Commonly Reported Themes



*Other themes include:*

Navigate the website in other languages | Get the same news as in the newsletter | Connect with other professionals in your region | Be able to search role-specific resources | Be able to email a resource instead of downloading | Access to field-level news announcements | Share technical/project learning | Feel pride when sharing the website | Share learning and evidence-based adaptive mgmt. practices | Get updates on FSNnetwork's activities | Contribute research | Search according to document type (e.g. training curriculum) | Live chat | Social media links | Find implementation tips

The image features a solid teal background. In the center, there are two overlapping speech bubbles. The bubble on the left is a light teal color with a white outline and a tail pointing towards the top-left corner. The bubble on the right is a slightly darker teal color with a white outline and a tail pointing towards the bottom-right corner. The two bubbles overlap in the middle. Centered within the overlapping area is the text "Grow closer with the FSN network." in a white, bold, italicized sans-serif font.

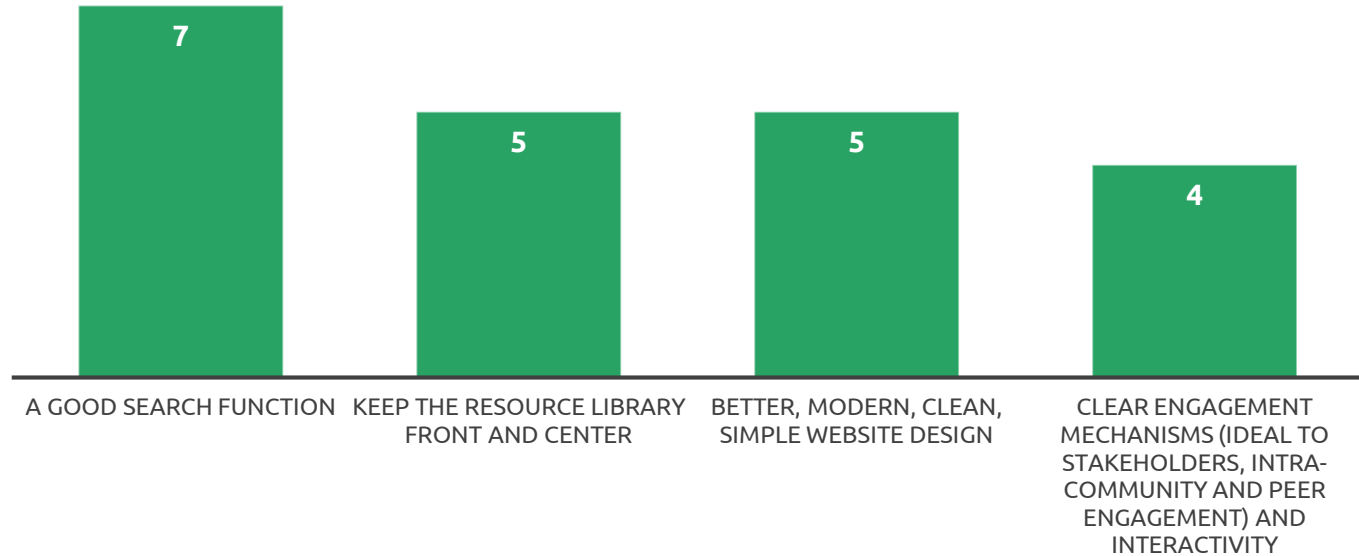
***“Grow closer with the FSN network.”***



Photo Credit: Shreshth Shrestha/Save the Children

## If there's one thing we should absolutely get right during the website refresh, what would it be? (N=34)

### Most Commonly Reported Themes



*Other themes include:*

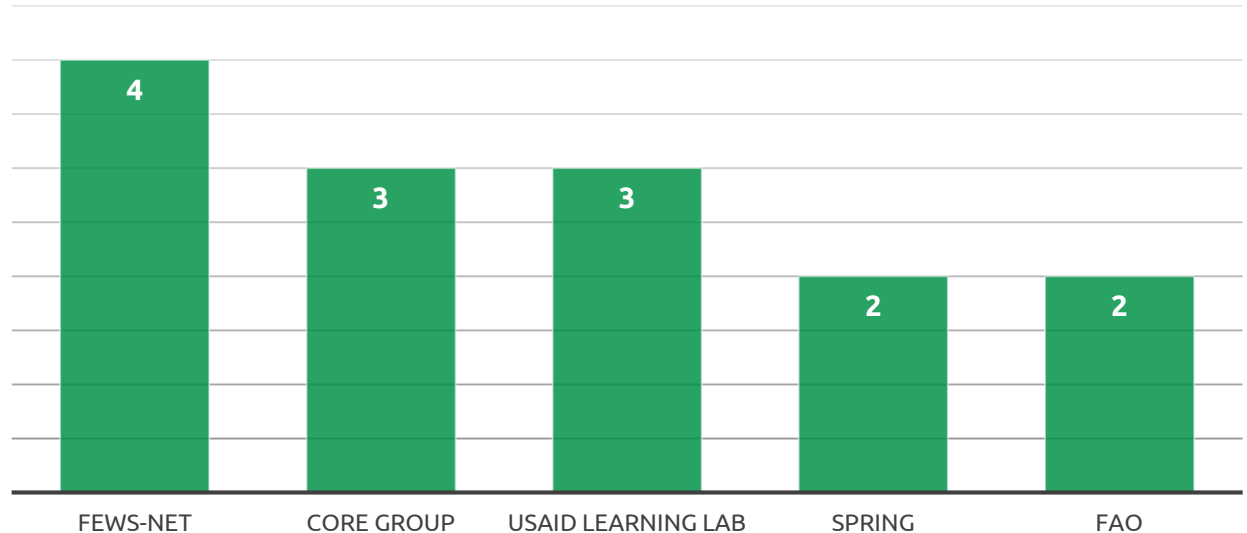
Active discussion for a | Better information architecture | Archived resources/event materials | Highlight new resources and event front & center on landing page | Inclusion of concise, practical resources | Continue FSN newsletter | Highlight new research | Better organization and categorization of resource library | Keep the Behavior Bank (<https://www.fsnnetwork.org/behavior-bank>) | Video intros for tools and resources | Clarify teams/people behind FSN network | Serve as a nexus between emergency and recovery/development work | Links to relevant course/curricula | Don't require a log in | Include additional sectors associated with underlying causes of food and nutrition security

*“Anything that will make the website more exciting and user-friendly”*

*“...more interactive, pictures, best practices, current FSN events and highlights from past events, a corner of Did You Know? with practical facts/tips/reminders”*

# What other websites do you go to for resources to help with your job? What do you like about these websites? (N=35)

Most Commonly Reported Websites



Other reported sites include:

USAID.gov (3) | FANTA | FAQR | Hesperian.org | GlobalLearningPartners.com | CareGroupInfo.org | Agrilinks | MarketLinks | ENN website | UNSCN website | IFPRI | CAWST | TEPHINET | Global Handwashing Partnership | Kubatana.net | CaLP | WHO | SEEP network | Humentum | ReliefWeb | World Bank | BRIDGE Gender and Development



