Task:

This document will guide you through how to build an online consultation using Citizen Space. The broad example we’ll use is consulting public audiences on closing a service.

Instructions:

Step 1 – Creating your consultation

Select ‘Add Consultation’ in the top right of the /manage\_consultations page. Choose a title – starting with your name or the name of your organisation.

You now need to select the Consultation Type. For this example, select ‘Online Survey’. Then select the blue button ‘Add Consultation’ in the bottom right.

This will bring up the Consultation Dashboard.

Step 2 – Edit the consultation details

This first section allows you to build the Overview page of your consultation and is simply a form that you need to work your way through.

To begin, select the first link in the numbered list called ‘Edit Consultation Details’, and use the following to complete each section:

Citizen Space training. Online survey building activity worksheet

Consultation Overview

(copy and paste the below text into this section)

*This consultation is designed for people living in the area to discuss the introduction of controlled parking zones in certain wards.*

*This consultation seeks views from residents and those who regularly work and visit the area and we would like your thoughts on the proposals. We welcome any other views about the proposed changes.*

Why We Are Consulting
(copy and paste the below text into this section)

*Your feedback on the proposals at this early stage will help us explore the potential impacts of changes made to parking. We invite considered responses supported by evidence, where possible.*

Call To Action Heading

You can change this text to whatever you want or leave as ‘Give Us Your Views’.

Contact information

Fill in your details using the below phone number and email address:

Full name:

Job Title

Team Name:

Phone: 01234 567 890

Email: example@example.com

Dates

Start Date: (use today’s date)

End Date: (set open for 2 weeks)

Expected Date of Results:

Expected Date of Feedback:

Related Links

(copy and paste the below URL)

https://delib.zendesk.com/hc/en-us

Related Consultations

Leave blank or fill in as you wish.

Related Documents

Leave blank or upload a document if you would like. NB: The PDF that you embedded in the Overview section will automatically also appear here as a Related Document.

What Happens Next

(copy and paste the below text into this section)

*The consultation has now closed. Thank you for your input. We will be assessing the feedback from all respondents and updating the results on this page.*

Finally, select the blue button to ‘Save’ in the bottom right.

Step 3 – Developing your online survey

On your consultation dashboard, to start adding your consultation questions select the second link in the numbered list called ‘Online Survey’.

The survey you will build today will be linear, which means that respondents will complete it page-by-page in the order that you specify.

Under the heading Question Numbering you can choose how you’d like the question numbers in your survey to work. For this example, select ‘Restart numbering on each page’.

Introduction page

The Introduction page is included by default in every new survey. It will always have three questions: name, organisation and email.

These questions have a special functionality built in which is very difficult to recover once they’ve been deleted, there is no problem with moving them to other pages, which is something we’ll do later in this exercise.

Let’s get started.

Firstly:

* Add a question to this page, by selecting the ‘Add question’ option listed in the left-hand menu, and insert the below text:

*Are you answering this consultation as:*

Then select the blue button ‘Add question’ in the bottom right to save.

The next screen allows you to choose from a list of different Answer Components that enable the respondent to provide their answer.

* From the drop-down menu, choose ‘Radio buttons’ and then select ‘Add answer component’. Enter the following options as radio answers:

 A resident

 Someone who works in the city

 A regular visitor

 Other

You’ll also need to enter a heading for the reporting field. (This means that when you look at the response data from the consultation, the responses to this particular answer component will be shown under the heading you put in). For example, your reporting fiel heading for this component might be: Type of respondent

* Add another Answer Component, Now select a single line text box answer component.

Add the accessibility label *“If you have chosen ‘Other’, please specify”*

Add an appropriate reporting field heading e.g. Type of respondent - Other

And Save

Add a new page

* Add a new page by selecting the option listed in the left-hand menu, and call it: Changes to parking zones
* When you add your page title you can also add some descriptive text. Copy and paste the below text into the Description box:

*Here we would like to ask you a few questions about our overall proposals for changes to parking zones as well as your existing parking behaviour.*

Then select the blue button ‘Add page’ in the bottom right to save.

Question

* Add a question, again by selecting the ‘Add question’ option listed in the left menu for the Changes to the service page, and insert the below text:

*If you park in town, where do you tend to park? (please select all that apply)*

Then select the blue button ‘Add question’ in the bottom right to save.

* From the drop-down answer components menu, select the checkboxes answer component and put in the following options:

In my garage or a driveway at my home

On the road near my house

At dedicated parking at my work

At a public car park

On the road

Other

Not applicable - I don’t park in town

Add a reporting field heading (e.g. parking in the city) and save

Add another Answer Component. Select a single line text box answer component.

Add the accessibility label *“If other, please specify”*

Add a reporting field heading

And Save

Question

*How often do you travel into town and park?*

* From the drop-down answer components menu, select the dropdown list answer component and put in the following options:

I live here

Daily

Weekly

Fortnightly

Monthly

Every few months

Once or twice a year

Annually

Less often

I’ve never parked in town

Add the accessibility label:

*Please select*

Question

*Please indicate how much you agree or disagree with the following statements:*

* From the drop-down answer components menu, select the matrix of choices answer component and put in the following options:

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Not applicable

* In the statements sections, add these few in:

I find it easy to find a parking space in town

I am often able to park near my destination

There is a problem with parking in the town

* Choose to Display options as: Radio buttons
* Leave the checkbox ticked to allow the same answer in more than one row
* And add your reporting field heading: e.g. parking statements matrix

Question

Use the below text to create a fourth question:

*Do you broadly agree or disagree with our overall proposals for introducing controlled parking zones?*

Then select the blue button ‘Add question’ in the bottom right to save.

* Add a ‘Fact Bank’ answer component and paste the below text as the content:

*We currently propose that zones will be introduced in Wards A - D where there are the most significant issues with parking for residents. This will be a pilot phase to see how well the scheme functions and may be extended if successful.*

* From the drop-down answer components menu, choose ‘Radio buttons’ and then select ‘Add answer component’. Enter the following options as radio answers:

Agree

Disagree

Unsure

Enter a heading for the reporting field e.g. Views on proposals

Add another Answer Component, this time a ‘Multiple lines text’ component – size medium. Paste the below sentence into the Accessibility label:

*Please provide any further comments here:*

Now add a question or two of your own making, maybe trying out one of the other answer components which you have not yet used.

Page 3

* Add a new page and call it: About you
* Add some introductory text:

*In this page, there are a couple of questions which help us to ensure we have received responses from a diverse range of people, representative of the local area. By answering these questions, it allows us to make sure we are running a fair, inclusive exercise and gives us the information about whether we need to do further work to reach groups of people who may be under-represented.*

On this page we also want to ask people to provide their name and email address. If you remember, those questions were automatically generated on the default Introduction page, but we can easily transfer them to this page.

* In the menu on the left-hand side, select the Introduction page and you’ll see some options appear below it. Select ‘Move questions’. Using the drop-down menus underneath them, move the Name and e-mail questions to this About you page.

For the following two demographic questions, we’d encourage you to choose the most appropriate way to create them for your organisation. For example, the ethnicity options below have been taken from an existing consultation by another organisation, you may have your own set way of asking this question.

Add the below question and use the ‘Postcode’ component:

*Please provide your full postcode (e.g. WD18).*

Now preview your work

Additional activity – Managing the theme of your consultation

This activity will guide you through how to change the look of an individual Citizen Space consultation, giving you the opportunity to incorporate your organisation’s branding or add images related to a given project or topic.

NB: You can only change the theme of a specific consultation. You cannot change the theme of your overall site, as that can only be done by Delib when requested by your site administrator.

Instructions

To complete this task you’ll need to refer to our Zendesk article ‘Managing the theme of your consultation’, which can be found here: <https://delib.zendesk.com/hc/en-us/articles/212216623>

Using the advice provided in the Zendesk article, and the sample logo and banner images attached at the bottom of the article, follow the instructions below to test each of the theming options available to make your consultation look fantastic.

Step 1 – Manage Theme

Start on the Consultation Dashboard and select the fourth link in the list, ‘Manage Theme’. You will see four available options for how you can customise the look of your consultation.

Apply each option by following the steps below, and use the ‘Preview’ box on the right-hand side to see how each option looks different.

Option 1 – Site-wide wallpaper

This is a default option and displays the same wallpaper image that appears on the hub homepage of your Citizen Space platform.

Apply this option to your consultation so you can see how it looks.

Option 2 – Full-width consultation banner

This option allows you to replace your usual site-wide wallpaper with a different image for this consultation.

Use one of the two sample banner images provided at the bottom of the Zendesk article to apply this option to your consultation so you can see how it looks: <https://delib.zendesk.com/hc/en-us/articles/212216623>

Option 3 – One or more logos

This option allows you to add logos specific to this consultation. It could be a single logo or image for the consultation, or the individual logos of several organisations collaborating on the project. For this option you can change the background colour to appear behind your logo(s). The default setting is white.

Use the sample logo provided at the bottom of the Zendesk article to apply this option to your consultation so you can see how it looks: <https://delib.zendesk.com/hc/en-us/articles/212216623>. Upload the same logo two or three times so you can see how the page applies multiple logos.

Option 4 – No banner image

You might choose this option if you wanted the consultation to have a more plain, serious look and feel. It will simply have the title of the consultation at the top of the page.

Apply this option to your consultation so you can see how it looks.

Step 2 – Save changes

Decide on which of the four options you prefer for your consultation and select the grey ‘Save Changes’ button in the bottom right to save your chosen theme.

CONCLUSION

Congratulations, you’ve just created your first consultation on Citizen Space. Hopefully completing this task has helped you to see how easy it can be and given you some ideas for how you might use it for your own consultations.

To see the end product of what you’ve created, don’t forget to select ‘Preview Consultation’ in the top right of the Consultation Dashboard. You can do this at any point while creating a consultation and easily return to the Dashboard to make changes.

If you have any further questions today please let your trainer know, or in future please don’t hesitate to send us an email at support@delib.net.

You’ll also find lots of useful articles about how to use Citizen Space in our Knowledge Base, which can be accessed at <https://delib.zendesk.com>.