From:	GOLDSTEIN Meyer
To:	BOYARSHINOVA Lia
Subject:	RE: Online comment page functionality
Date:	Wednesday, March 30, 2016 10:34:51

Yes, I think the current message you get when you submit a comment says look below to see your comment. Unless we tell people to go to the end of the comments (there are over 800 now) they will still not know where to find their comments.

Thank you for tracking down these problems.

From: BOYARSHINOVA Lia
Sent: Wednesday, March 30, 2016 10:14
To: THOMPSON Michele <THOMPSON.Michele@deq.state.or.us>; GOLDSTEIN Meyer <Goldstein.Meyer@deq.state.or.us>
Subject: RE: Online comment page functionality

Meyer, should we add a note about comments showing up at the very bottom?

Lia Boyarshinova
Website Coordinator
Dept. of Environmental Quality
503-229-5059

From: THOMPSON Michele
Sent: Wednesday, March 30, 2016 10:09 AM
To: BOYARSHINOVA Lia <BOYARSHINOVA.Lia@deq.state.or.us>
Subject: RE: Online comment page functionality

Not that I'm aware of. I went through all of the settings and that just wasn't available. We could make a notation on the page that says to scroll down or that comments are added to the bottom, but unless we are getting a significant number of complaints, I'm not sure it's worth it.

Michele Thompson
Web and SharePoint Representative

Department of Environmental Quality
811 Southwest Sixth Avenue
Portland, OR 97204
Tel: 503.229.6756
thompson.michele@deq.state.or.us

From: BOYARSHINOVA Lia
Sent: Wednesday, March 30, 2016 10:03 AM
To: THOMPSON Michele <THOMPSON.Michele@deq.state.or.us>
Subject: RE: Online comment page functionality

Michele, is there a way to change settings to show the last comment first? I think people get confused that their comment is not showing up on the page right away and don't realize that they need to scroll through multiple pages to the last one to see their comment.

Lia Boyarshinova
Website Coordinator
Dept. of Environmental Quality
503-229-5059

From: THOMPSON Michele
Sent: Wednesday, March 30, 2016 9:57 AM
To: BOYARSHINOVA Lia <BOYARSHINOVA.Lia@deq.state.or.us>; GOLDSTEIN Meyer <Goldstein.Meyer@deq.state.or.us>
Subject: RE: Online comment page functionality

Okay.

On the back end there isn't anything that has changed and Jill is still listed as the comment notification recipient.

Everything looks fine and functions properly in both IE 11, Chrome, and my mobile Windows 10. What precisely is not working for some folks? I skimmed the texts and emails, but I didn't get a clear sense of what is or isn't displaying.

Should we submit a ticket to the Socrata help desk?

Thanks,

Michele Thompson
Web and SharePoint Representative

Department of Environmental Quality
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From: BOYARSHINOVA Lia
Sent: Wednesday, March 30, 2016 9:01 AM
To: GOLDSTEIN Meyer <Goldstein.Meyer@deq.state.or.us>; THOMPSON Michele <THOMPSON.Michele@deq.state.or.us>
Subject: RE: Online comment page functionality

I'm including Michele because she set up the page - Michele, could please check on your end why Jill doesn't get emails when users submit comments?
It also could be that the emails are being blocked by DEQ email filter, this happened in the past with GovDelivery emails, so that would be our next step.

Lia Boyarshinova
Website Coordinator
Dept. of Environmental Quality
503-229-5059

From: GOLDSTEIN Meyer
Sent: Wednesday, March 30, 2016 8:57 AM
To: BOYARSHINOVA Lia <BOYARSHINOVA.Lia@deq.state.or.us>
Subject: RE: Online comment page functionality

Thanks so much for tracking this down.

I opened the page in IE and it looks ok. I submitted a comment and got the message to refresh the browser. My comment appeared on the page ok.

I think we might need to add to the refresh browser message to tell people the comments appear in chronological order. This rulemaking has over 40 pages of comments, so if we don't tell people to go to the end of the comments, they won't find their own comments.

I also did not receive, and Jill said she has not been receiving, a confirmation email. Jill said in the past she has received an email each time someone submitted a comment.

Thank you so much for your help.

From: BOYARSHINOVA Lia
Sent: Wednesday, March 30, 2016 08:53
To: INAHARA Jill <INAHARA.Jill@deq.state.or.us>; FLYNT Jennifer <FLYNT.Jennifer@deq.state.or.us>; FELDON Leah <FELDON.Leah@deq.state.or.us>; DAVIS George <george.davis@state.or.us>; GOLDSTEIN Meyer <Goldstein.Meyer@deq.state.or.us>
Cc: HAMMOND Joni <Joni.HAMMOND@state.or.us>; THOMPSON Michele <THOMPSON.Michele@deq.state.or.us>
Subject: RE: Online comment page functionality

I just spoke with Steve Masuo. IT recently tightened internet security. I think the reason why the page would not display comments is because the link to data.oregon.gov is being blocked by the web filter. He will add this website to the list of exceptions. I hope this will resolve the issue.

So right now the page will display correctly in Firefox and Chrome. My Internet Explorer is stuck, so I'm going to reboot my computer. Meyer, could you please check to see if the page displays correctly in IE?

Lia Boyarshinova
Website Coordinator

Dept. of Environmental Quality
503-229-5059

From: INAHARA Jill
Sent: Wednesday, March 30, 2016 8:42 AM
To: FLYNT Jennifer <FLYNT.Jennifer@deq.state.or.us>; FELDON Leah <FELDON.Leah@deq.state.or.us>; DAVIS George <george.davis@state.or.us>; GOLDSTEIN Meyer <Goldstein.Meyer@deq.state.or.us>
Cc: HAMMOND Joni <Joni.HAMMOND@state.or.us>; THOMPSON Michele <THOMPSON.Michele@deq.state.or.us>; BOYARSHINOVA Lia <BOYARSHINOVA.Lia@deq.state.or.us>
Subject: RE: Online comment page functionality

The page is working (phew!) and we are getting comments (42 pages so far!) but people cannot see their comments unless they go to the page with all the comments on it and go to the last page. Lia will put a note to tell people of this issue.
Thanks,
Jill

From: FLYNT Jennifer
Sent: Tuesday, March 29, 2016 9:54 PM
To: FELDON Leah; INAHARA Jill; DAVIS George; GOLDSTEIN Meyer
Cc: HAMMOND Joni
Subject: Online comment page functionality

Although I am not working, I must give you a heads up: Possible errors with online temp rulemaking comments page.

This came to my attention because several people "tagged" my name in their posts on Facebook.

Members of the Eastside Portland Air Coalition Facebook page have been sharing concerns about whether the online system is working properly.

Thanks.
Jennifer

Sent from my Verizon Wireless 4G LTE smartphone