

Website Feedback Survey Template

All questions are optional. Select one answer for each choice question.

Write your answers to the open questions in the space provided.

1. What was the main reason for your visit today?

- ☐ Find product or service information
- ☐ Compare options
- ☐ Make a purchase
- ☐ Book or register
- ☐ Get support
- ☐ Read or learn something
- ☐ Manage an existing account
- ☐ Other

2. Were you able to do what you came to do?

- ☐ Yes
- ☐ Partly
- ☐ No
- ☐ I am still working on it

3. How easy was it to find the information you needed?

- ☐ Very difficult
- ☐ Somewhat difficult
- ☐ Neither easy nor difficult
- ☐ Somewhat easy
- ☐ Very easy
- ☐ I was not looking for information

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4. How clear was the information you found?

- ☐ Not at all clear
- ☐ Slightly clear
- ☐ Moderately clear
- ☐ Very clear
- ☐ Extremely clear
- ☐ I did not find the information I needed

5. What, if anything, made your visit difficult?

6. What is one change that would improve this website for you?
