Sample Website Survey Questions

General

How often do you use the website?

    a.   Everyday
    b.   Once or twice a week
    c.   Once a month
    d.   Not at all
    e.   Other (please explain):_____

On a scale of 1-5, with 5 being "strongly agree" and 1 being "strongly disagree," please describe your feelings:

    a.   The website is easy to use
    b.   The website is organized
    c.   The website is informative and engaging
    d.   I can find what I need from the website
    e.   Other (please explain): _____

Content

On a scale of 1-5, with 5 being "strongly agree" and 1 being "strongly disagree," please describe your feelings:

    a.   The content is easy to understand
    b.   The information on the website is organized
    c.   The content is accurate
    d.   The information is interesting and relates to my needs
    e.   Other (please explain): _____

Navigation

On a scale of 1-5, with 5 being "strongly agree" and 1 being "strongly disagree," please describe your feelings:

    a.   It is easy for me to find what I am looking for quickly
    b.   The website is easy to navigate
    c.   I don't know how to find what I am looking for
    d.   I have to click too many times to find what I need
    e.   I'm frustrated when I use the website
    f.   Other (please explain): _____

Navigation: Website Menus

On a scale of 1-5, with 5 being "strongly agree" and 1 being "strongly disagree," please describe your feelings:

    a.   The organization of the menus makes sense
    b.   The menus allow me to find information easily
    c.   Other (please explain): _____

Please explain the web features you would like to see on the website: