

Monitoring and reviewing a website - Activities

This is an example of a customer feedback form you could email to your customers or post on your website. The information you receive back from your customers may help you to improve your website. There is space at the end of the form for you to add your own questions.

Website feedback form		
	Yes	No
1. I think the colour scheme on the website looks good and is easy to read.		
2. The information provided was relevant to what I was looking for and was useful.		
3. The information was accurate and up to date.		
4. I liked the overall design and layout of the website.		
5. The tools and features provided on the website were useful and worked as expected.		
6. The website didn't contain any broken links or unfinished pages.		
7. I made a purchase from the website or I plan to in the future.		
8. Overall, I really liked the website and I would use it again.		
9.		
10.		
11. The best part about using this website was:		
12. The worst part about using this website was:		
13. I think that the website could be improved by:		
14.		