**Web Site Usability Questionnaire – Good URL reviewed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

The purpose of this questionnaire is to gather information regarding the usability our company Web site.

Name (not required):

E-mail address (not required):

Your relationship to the company (circle your choice): customer employee supplier

How easy was it to use our Web site navigation to find the following information? (circle your choice)

***Contact information*** very easy somewhat easy moderately difficult very difficult

***Store hours/locations*** very easy somewhat easy moderately difficult very difficult

***Product information*** very easy somewhat easy moderately difficult very difficult

***FAQs***  very easy somewhat easy moderately difficult very difficult

How would you rate our Web site? (circle one)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Browsing Experience** | **Strongly Agree** | **Agree** | **Neither**  **Agree nor Disagree** | **Disagree** | **Strongly**  **Disagree** |
| The Web pages loaded in an acceptable time frame | 5 | 4 | 3 | 2 | 1 |
| The Web site was visually appealing | 5 | 4 | 3 | 2 | 1 |
| The navigation was clear and made it easy to find information | 5 | 4 | 3 | 2 | 1 |
| The graphics were used to convey pertinent information | 5 | 4 | 3 | 2 | 1 |
| I found what I was looking for on this Web site | 5 | 4 | 3 | 2 | 1 |
| My experience with this Web site was successful | 5 | 4 | 3 | 2 | 1 |

Please use the area below to give us additional feedback. Our company goal is to provide an appealing and enjoyable Web browsing experience. We therefore are interested to hear your comments about our Web site.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Web Site Usability Questionnaire – Bad URL reviewed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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***Product information*** very easy somewhat easy moderately difficult very difficult

***FAQs***  very easy somewhat easy moderately difficult very difficult

How would you rate our Web site? (circle one)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Browsing Experience** | **Strongly Agree** | **Agree** | **Neither**  **Agree nor Disagree** | **Disagree** | **Strongly**  **Disagree** |
| The Web pages loaded in an acceptable time frame | 5 | 4 | 3 | 2 | 1 |
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| I found what I was looking for on this Web site | 5 | 4 | 3 | 2 | 1 |
| My experience with this Web site was successful | 5 | 4 | 3 | 2 | 1 |

Please use the area below to give us additional feedback. Our company goal is to provide an appealing and enjoyable Web browsing experience. We therefore are interested to hear your comments about our Web site.

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