



Website Client Survey

General Information

What is the name of your company and your current (or intended) URL?

Who are the primary contacts from your organization, and who has final approval on the project? Please list names, titles, email addresses, and phone numbers.

Is there someone responsible for maintaining consistency of the brand company-wide? Is this person also responsible for the website? Who has the final approval over the logo and brand?

What is your intended launch date for the new site? Are there any outside considerations that might affect the schedule (for example, PR launch, tradeshow, annual report)?

Do you have a specific budget range already established for this project? Can this project be divided into phases to accommodate budget and timing constraints?

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User Experience on Site

What type of user experience do you want your user to have?

What specific areas must be included?

Have you conducted usability tests or gathered visitor feedback for your current site? If so, how long ago? Please include any reports or findings.

Do you have corporate branding?

Will this be maintained in this site:

Do you have your logo in a vector based file format? i.e. Adobe Illustrator

Why do you need a website?

What are the main reasons for the creation of your site?

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What are your primary online business objectives for the site? What are your secondary objectives? (Examples include increased sales, marketing/branding awareness, and fewer customer service calls.) Please discuss both long- and short-term goals.

What is the main business problem you hope to solve with the site website? How will you measure the success of the solution?

What existing strategy (both on- and offline) is in place to meet the business objectives?

Audience/Desired Action

Describe a typical site visitor. How often are they online, and what do they generally use the web for? Give basic demographics: age, occupation, income level, purchasing habits. (Use as much detail as possible in profiling your target user. Profile more than one type if appropriate.)

What is the primary “action” the site visitor should take when coming to your site (make a purchase, become a member, search for information)?

What are the key reasons why the target audience chooses your company’s products and/or services (cost, service, value)?

What do you want to communicate to your customer with website? What kind of emotional response should the customer feel when they visit your website?

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If you have a current site, how many people (as far as you can tell) access your site on a daily, weekly, or monthly basis? How do you measure usage? Do you forecast usage to increase after the site launch and by how much?

Perception

Use a few adjectives to describe how your site visitor should perceive the new site. (Examples include prestigious, friendly, corporate, fun, forward thinking, innovative, and cutting edge.) Is this different than the company's current brand / image perception?

How is your company currently perceived offline? How would you describe your company's brand identity? Do you want to carry the same kind of message through your website?

What is the promise you make to your customers and how will this website help fulfill this promise?

How does your company differentiate itself from competitors? Do you think your current audience differentiates you from your competition? Please list competitor URLs.

List the URLs of any sites you find compelling. What specifically do you like about these sites?

If a new logo is required, please attach any examples or URLs of logos you feel effectively communicate that company's brand personality and explain why you feel they are effective.

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Content

Will this site use existing content from your marketing materials? If so, what is the source, who is responsible for approval, and has the content been audited? If not, will you be creating content in-house or will you look to us to develop content?

What is the basic structure of the content, and how is it organized? Is it a complete overhaul of the current site or an expansion?

Describe visual elements or content that should be utilized from your marketing materials (logo, color scheme, navigation, naming conventions, etc.)

How will the content of this site (along with functionality and navigation) work in your understanding?? Do you already have a sitemap or outline for the proposed design?

Maintenance

What areas of the new site will be updated (news, photos, products, reviews, etc.) and how often do you expect them to be updated (daily, weekly, monthly, quarterly, annually)?

Will you be using an internal maintenance team or will you want to create an ongoing maintenance contract with CBS? If internal, describe the planned maintenance team, including individual responsibilities and time allocation, if known. Who will be responsible for site maintenance and what is their level of technical expertise? Will this person require training?

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How will the site be updated? Do you plan to alter content yourself? Will you be using a content management system to dynamically update content (particularly useful for managing e-commerce inventory or text publishing databases)? If using a content management system, do you have a preference? i.e. WordPress, Joomla, Drupal

Content Creation

Who is responsible for creating content for the site? Will this person be creating content part or full time? (Content not only means copy for the site, but logos, photos, documents to be posted to the site, PDFs of important paperwork, etc.)

Who will be responsible for approving look and feel changes as the site is developed over time to ensure that the quality of the site is maintained?

How often will new sections or areas be added to the site? Will they be based on the existing site template or as independent sections?

Technology

What is your target platform and browser? Whom can we talk to in your organization to help respond to technical issues?

Are there specific technologies (Flash, JavaScript, DHTML, etc.) that you would like to use in the site? If so, how will they enhance the user experience? Please describe in detail.

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Will you have database functionality (dynamic content generation, personalization/login)?

Will you have a need for secured transactions (e-commerce)? Do you already offer transactions online? Please describe in detail.

Will you require other specific programming needs (such as personalization or search capability)? Please describe in detail.

Marketing/Updating

How do you expect people to find out about your website? What kind of triggers prompt a visit (referral links, incentives, search engine terms)? What methods of distributing the URL already exist within the company on and offline? i.e. marketing materials, business cards, advertisements

What methods of promoting your URL do you begin to use? Will your site rely on search results or keywords for traffic?

Briefly, what are your short-term marketing plans (specifically, for the site redesign and the 6 to 12 months following launch)?

What are your short, medium, and long-term goals to increase traffic and awareness of your site?

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Do you have an existing or planned marketing strategy in mind to promote this site? If so, please describe.

Do you intend to keep the site updated? If so, how often? Who is responsible for updating and providing content?

What are your plans to encourage return visits to your site? What factors will motivate positive word-of-mouth solicitation?

What are your plans to keep users informed of site updates? Will there be email announcements or special deals tied into the site updates?

Who will be responsible for ongoing search engine and keyword updates and submissions? How often will keywords and META tags be updated?

Additional Notes/Comments

Please take as much space as you need.