

PARISH GUIDE

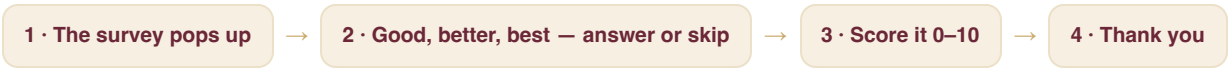
Website Feedback — How It Works

A short pop-up survey — a one-minute way for anyone to say how the parish website is working for them.

A simple, step-by-step guide for parishioners and parish staff · Powered by Nave

At a glance

After someone has spent a little while on your parish website, a small survey pops up in the corner of the screen, once. It asks what's good about the website, what could be better and what would make it the best, then how likely they are to recommend it, from 0 to 10. It never asks for a name, email or phone number, and there is no account to create. When it's done, a link to **Contact us** is there for anyone who wants an answer from the parish.



This is about the website, not parish business. For a question the parish should answer — a Mass time, a sacrament, a sick call — use **Contact us**, or call.

What the survey asks

Four short questions, and only the score is required.

What's good? What works well for you. Optional. "Mass times are easy to find."	What could be better? Anything hard to find, confusing or missing. Optional. "I couldn't find the youth group."
What would make it the best? One thing you would add or change. Optional. "A reminder before my ministry meets."	Your score How likely you are to recommend the website to a friend or family member, from 0 (not at all) to 10 (extremely). Required — it is the one thing the survey needs.

Part A • For parishioners

No account or sign-in needed. It takes about a minute, on a phone or a computer, in English or Spanish.

USE CASE 1 • ANSWER THE SURVEY

Who: Anyone visiting the parish website. **Goal:** Say how the site is working for you.

1. When the survey appears in the corner of the page, type an answer to each question, or tap **Next** to skip it.
2. Tap a number from 0 to 10, then **Send**.

Result: Your answers reach the people who look after the website, with nothing that identifies you.

USE CASE 2 • NOT NOW

Who: Anyone busy with something else. **Goal:** Get the survey out of the way.

1. Tap the **x** in the corner of the survey.

Result: It closes and won't ask again on this phone or computer. Anything you already typed is kept.

USE CASE 3 • GET AN ANSWER FROM THE PARISH

Who: Anyone with a question for the parish. **Goal:** Get a reply.

1. Tap **Contact us** on the survey's thank-you screen — or **Message the office** in the footer of any page.
2. Write your message and give an email address for the reply.

Result: The parish office receives it and replies to you by email.

USE CASE 4 • KNOW WHAT IS KEPT

Who: Anyone wondering about privacy. **Goal:** Understand what goes with your answers.

1. Your answers, your score and the page you were on are sent, without your name or anything that identifies you — even when you are signed in.
2. The survey leaves one small note in your browser that you answered or closed it, so it doesn't ask again. The website uses no cookies.

Result: Please leave names, phone numbers and other private details out of your answers.

Part B • For parish staff

There is nothing to set up. The survey is on by default, and answers go to Nave rather than to your office.

USE CASE 5 • KNOW WHERE ANSWERS GO

Who: Parish staff. **Goal:** Know what you will and will not see.

1. Every response is kept, without names, in the website's analytics, where Nave reads the answers and follows the score month by month.
2. Nothing is emailed to your office. Anyone who wants a reply is sent to **Contact us**, which reaches your office as usual.

Result: Website problems are found and fixed without adding to the office's inbox.

USE CASE 6 • TURN THE SURVEY OFF

Who: Staff who can change Features. **Goal:** Stop the survey appearing.

1. Open **Admin** → **Features**.
2. Find **Website Feedback** and switch it off.

Result: The survey no longer appears. Switch it back on at any time.

USE CASE 7 • SEND YOUR OWN FEEDBACK AS STAFF

Who: Anyone working in the back office. **Goal:** Tell Nave what was confusing in the admin screens.

1. At the foot of any back-office page, click **Send feedback**.
2. Describe what was confusing, broken or missing, and send.

Result: Your note reaches Nave and the people who manage your parish's team. The pop-up survey never appears in the back office.

Quick reference

When does it appear?	Once, after a visitor has been on the public website for a little while. Never in the back office or the member pages.
Do I need an account?	No. Anyone can answer.
What is required?	Only the 0–10 score. Every other question can be skipped.
Is it anonymous?	Yes. It never asks for a name, email or phone number.
Will it ask again?	No. Once you answer or close it, a note in your browser stops it asking on that device.
Will I get a reply?	No. For an answer, use Contact us .
Does it work in Spanish?	Yes. It follows the language you are reading the site in.
How do we turn it off?	Admin → Features → Website Feedback.

The big idea: the people who use the website every week know best where it falls short. A few short questions let them say so — and the score shows whether it is getting better.