

User Research Example Survey

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1. How often do you order products online?
2. Do you order necessities (apparel, groceries) online?
3. How would you rate the efficiency of Fedex's current delivery system? (on a scale of 1-10)
4. How easy is it for you to navigate and use Fedex's website currently? (on a scale of 1-10)
5. How many packages have you had lost or damaged in the last year?
6. Why do you prefer ordering products online rather than in a store?
7. What is the biggest challenge for you when having a product delivered?
8. Would you like to see more delivery and pricing options?
9. Would you prefer to receive package alerts by phone call, text, or email?
10. How could delivery staff be more helpful to you when delivering your packages?