

PARISH GUIDE

Website Feedback — How It Works

"Tell us what you think" — 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

At the foot of every page on your parish website is a link: **Tell us what you think**. It opens a short form — a rating from one to five stars, and two optional notes: what you like, and what could be better. There is no account to create and no name or email to give. Each response is sent to the Nave team, the people who build and look after the website, so that what confuses or frustrates a visitor gets fixed.



This is about the website, not parish business. Feedback goes to the team that builds the site, not to the parish office, and it is not answered one by one. For a question the parish should answer — a Mass time, a sacrament, a sick call — use **Message the office** in the footer, or call.

What is on the form

Three things, and only the first is required.

Your rating One to five stars, from Poor to Excellent. Required — it is the one thing the form needs.	What do you like? Anything that works well for you. Optional. "Finding Mass times in Spanish is easy now."
What could be better? Anything confusing, broken or missing. Optional. "I couldn't find the registration form."	What is sent with it The page you were on when you tapped the link, and the language you were reading in. So nobody has to describe where they were.

Part A • For parishioners

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

USE CASE 1 • RATE THE WEBSITE

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

1. Scroll to the bottom of any page and tap **Tell us what you think**.
2. Tap a star — one is Poor, five is Excellent.
3. Tap **Send feedback**. You will see a thank-you.

Result: Your rating reaches the people who look after the website.

USE CASE 2 • REPORT SOMETHING CONFUSING OR BROKEN

Who: Anyone who got stuck. **Goal:** Get it fixed for the next person.

1. From the page where you got stuck, tap **Tell us what you think** in the footer. The form remembers which page you came from.
2. Choose a rating, then write what happened under **What could be better?**
3. Tap **Send feedback**.

Result: The team sees your note together with the page it is about.

USE CASE 3 • KNOW WHAT IS SHARED

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

1. The form never asks for your name, email or phone number.
2. If you are **not signed in**, your feedback is sent without anything that identifies you.
3. If you **are signed in**, your name and email are included, so the team can write back about a problem you reported.

Result: To stay anonymous, send feedback while signed out.

USE CASE 4 • REACH THE PARISH INSTEAD

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

1. Under the form, tap **Contact us** — or tap **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.

Part B • For parish staff

There is nothing to set up and nothing to check. The link is on by default, and responses go to Nave rather than to your office.

USE CASE 5 • KNOW WHERE FEEDBACK GOES

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

1. Each response is one email to the Nave team. It is not delivered to the parish office and does not appear in the back office.
2. Nothing is stored on the website, so there is no list or average to look up.

Result: Website problems are handled without adding to the office's inbox.

USE CASE 6 • TURN THE LINK OFF

Who: Staff who can change Features. **Goal:** Remove the feedback link from the site.

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

Result: The footer link disappears and the page is no longer available. 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 — a separate route from the public link.

Quick reference

Where is the link?	In the footer of every public page and the member pages: Tell us what you think .
Do I need an account?	No. Anyone can send feedback.
What is required?	Only the star rating. Both notes are optional.
Who reads it?	The Nave team, who build and look after the website. It does not go to the parish office.
Will I get a reply?	Not usually. For an answer, use Message the office .
Is it anonymous?	Yes, when you are signed out. When you are signed in, your name and email are included.
Does it work in Spanish?	Yes. The form follows the language you are reading the site in.
Can the parish see the responses?	No. Nothing is stored on the website and there is no report in the back office.
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. One short form, on every page, lets them say so.