



# DOES MY WEBSITE SUCK?

A workshop that will help you evaluate where your website needs to change for better communication, better conversions and better sales





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## 75% OF USERS JUDGE A COMPANY'S CREDIBILITY BASED ON ITS WEBSITE DESIGN

according to research by Stanford University

### TODAY, WE'LL BE COVERING:



Your website funnel and user journey



Auditing your website copy



Check your branding



Information Strategy



Accessibility



Website Strategies





Hey Homeslice!

### I'M STORM



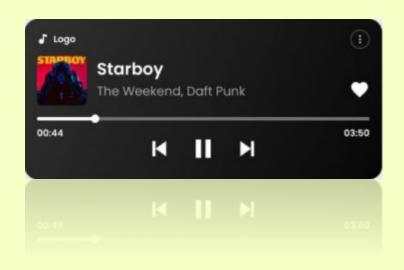
#### WHY VISITORS LEAVE

- Clarity issues
- No sense of urgency
- Visual clutter
- Accessibility
- Consistency
- Errors in UX
- Boring copy

- Confusing messaging
- Slow load speed
- Offer alignment
- Uncertainty of next steps
- Poor navigation
- Obnoxious popups
- Ads



A B







### WHAT WE KNOW ABOUT USERS



Users buy when they **trust** 



They want control and consistency



They want the best solution, quickly



**Distractions** are distracting...



They **read and interact** quickly and habitually



They start with a cup full of trust



#### THE GRUNT TEST



Step 1

## THE SALES FUNNEL



### A GOOD SALES FUNNEL



Has one main powerful benefit



🙀 Has one main call to action



🕻 Has a next step to reinforce your promise



Converts

Step 2

#### THE AUDIT

#### **COPY AUDIT**

Is your tone and messaging clear and consistent?
Does your copy support UX or is it visually difficult to read?
Is your body copy at least 16px?
Did you use F-pattern reading?
Did you make your content scannable by using subheadings?
Are your headlines visually different from each other and on brand?
Have you styled your text using italic, bold, underline and highlighting where appropriate?
Is your call-to-action easy to see and logical?

Does the hyperlink from the CTA work?
Are your headings clear and actionable?
Is it clear that your CTAs are buttons are clickable?
Is your website content (the space you're placing information) generally within 940px - 1000px width.
Is your copy width (the actual words) between 480-700px?
Where can you use bullet points instead of chonky paragraphs?
Are all paragraphs less than 3-4 sentences long?
Are you using inline links to help uncertain buyers explore your content without feeling like they're making a commitment?
Do you use whitespace and encapsulation to draw attention to copy or information?

#### **BRAND AUDIT**

- Is your branding clear and consistent on all pages?
- Is your branding *legible*? Be careful of script fonts and colors that aren't ADA compliant?
- Are you using design style tiles for your brand?
- Do "internal" pages all have a similar design, repeating layout to build trust + enhance memory scanning?

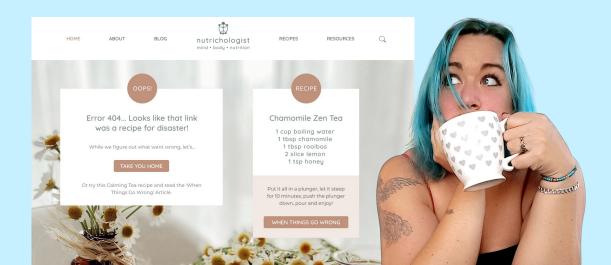




#### INFORMATION STRATEGY AUDIT

Is your main navigation intuitive?
Did you link to your terms & conditions or legal page?
Did you use your site as a sales funnel, linking pages together to create a solid experience? (home -> services -> portfolio -> contact/inquiry )
Is there a search bar present and accessible in your footer or 404 page?
Is there a clear escape route if the user changes their mind and needs a different option?
Is it easy to figure out how to contact you?

- Have you used images to break up text?
- Do you have opportunities for micro-commitment (lead magnet, low cost, free call, etc.)?
- Did you create a custom 404 error page? It should have a little spunk to it, a search bar, and at least 3 paths for your visitor to explore





#### ACCESSIBILITY AUDIT

- Did you add alt text to all of your main images?
- Are your fonts at least 16px?
- Are your colors high enough contrast?
- Are your fonts legible/easy to read?
- Have you used headings to focus the reader?
- Are your buttons clearly clickable with micro-copy that makes sense?
- Are your images compressed/sized?

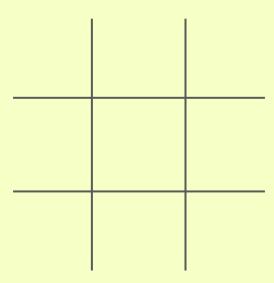
Step 3

#### **WHY IT WORKS**

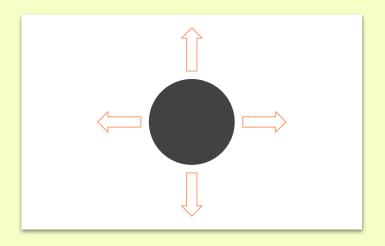
Balance your elements (and your CTAs)



Follow the rule of thirds



Utilize your white space



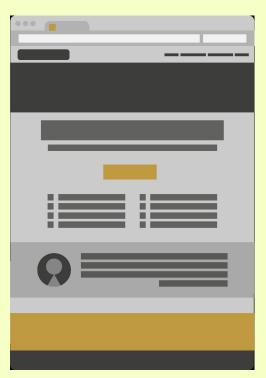


Let Directional Cues Point to your Call To Action



Encapsulation Use a Border







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#### **ORGANIZATION STRATEGIES**

Establish a Clear Visual Hierarchy





## THE TIME IT TAKES FOR AN INDIVIDUAL TO MAKE A DECISION IS DIRECTLY PROPORTIONAL TO THE POSSIBLE CHOICES HE OR SHE HAS.

Hick's Law

#### **ORGANIZATION STRATEGIES**

**Avoid Unnecessary Distractions** 

Deciding whether to use the
navigation bar or scroll down the
page more

- Skimming the headlines to see which blog post to read
- Deciding whether to download your lead magnet, share your post on social media, or leave a comment
- Choosing between making a purchase, reading product reviews, or browsing for more products



## IF YOU PROVIDE ONLY ONE OPTION FOR A VISITOR TO CHOOSE, THEY ACTUALLY HAVE TWO CHOICES TO CONVERT OR BOUNCE

Hobson's Choice





#### LINK STRATEGIES

- Increase CTR for fence-sitters by embedding hyperlinks
- Increase CTR for ready to buy
- Increase CTR by making buttons look like buttons

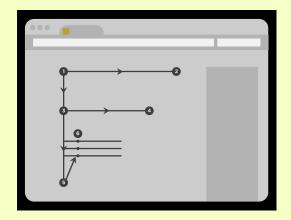
#### **Copy STRATEGIES**

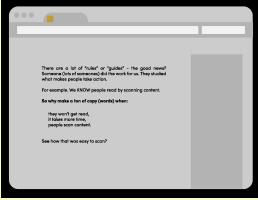
Make things easy to read



#### **Copy STRATEGIES**

#### F Pattern Reading







#### **Copy STRATEGIES**

Reduce the Number of Characters Per Line (or Content Width)









# SOOO... DOES IT SUCK?





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