

App Feedback Survey Template

All questions are optional. Select one answer for each choice question.

Write your answers to the open questions in the space provided.

Think about your most recent session in this app. Describe your experience without passwords, private messages, or account details. Use the app's support route if you need a reply.

1. What device did you use for your latest app session?

- ☐ Phone
- ☐ Tablet
- ☐ Computer
- ☐ Another device
- ☐ Prefer not to say

2. What were you trying to do?

3. Did you complete what you wanted to do?

- ☐ Yes, fully
- ☐ Partly
- ☐ No
- ☐ I was only exploring

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4. How easy was it to find what you needed?

- ☐ Very difficult
- ☐ Somewhat difficult
- ☐ Neither difficult nor easy
- ☐ Somewhat easy
- ☐ Very easy
- ☐ Not applicable

5. What was the main problem, if any?

- ☐ Slow response
- ☐ Error or crash
- ☐ Unclear navigation
- ☐ Missing capability
- ☐ Another problem
- ☐ No problem
- ☐ Not sure

6. What worked well in that session?

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7. What would most improve your next session?
