

Software Satisfaction Survey Template

All questions are optional. Follow each question's directions.

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

Think about your use of the named software during the past four weeks. Do not include passwords, account identifiers, screenshots, customer records, or confidential work information.

1. Which software product and main task are you reviewing?

2. Overall, how satisfied have you been with this software during the past four weeks?

- ☐ Very dissatisfied
- ☐ Dissatisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Satisfied
- ☐ Very satisfied
- ☐ Not sure

3. How easy has it been to complete your common tasks with this software?

- ☐ Very difficult
- ☐ Difficult
- ☐ Neither difficult nor easy
- ☐ Easy
- ☐ Very easy
- ☐ Did not attempt
- ☐ Not sure

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4. How reliable has the software been when you needed it?

- ☐ Not at all reliable
- ☐ Slightly reliable
- ☐ Moderately reliable
- ☐ Very reliable
- ☐ Extremely reliable
- ☐ Not sure

5. How clear and useful have the information or outputs been for your work?

- ☐ Not at all clear or useful
- ☐ Slightly clear or useful
- ☐ Moderately clear and useful
- ☐ Very clear and useful
- ☐ Extremely clear and useful
- ☐ Not applicable
- ☐ Not sure

6. When you needed help, how effective was the available support?

- ☐ Not at all effective
- ☐ Slightly effective
- ☐ Moderately effective
- ☐ Very effective
- ☐ Extremely effective
- ☐ Did not seek help
- ☐ Not sure

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7. What is one change that would most improve your day-to-day experience with this software?
