## **[Your Company/Project Name]**

### User Feedback/Research Questionnaire

Thank you for participating in this questionnaire. Your feedback is invaluable to us. Please take a few minutes to complete the following questions.

### **Personal Details**

**Note:** All personal details are optional and will remain confidential.

1. Full Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Age: \_\_\_\_
3. Gender:
	* Male
	* Female
	* Other: \_\_\_\_\_\_\_
	* Prefer not to say
4. Location: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### **Usage and Experience**

* How did you hear about [Product/Service Name]?
	+ Social Media
	+ Referral
	+ Web Search
	+ Other: \_\_\_\_\_\_\_
* How often do you use [Product/Service Name]?
	+ Daily
	+ Weekly
	+ Monthly
	+ Rarely
	+ This is my first time
* On a scale of 1-10, how would you rate your overall experience with [Product/Service Name]?
	+ 1 (Very Poor)
	+ 2
	+ 3
	+ 4
	+ 5
	+ 6
	+ 7
	+ 8
	+ 9
	+ 10 (Excellent)
* What do you like most about [Product/Service Name]?
* What improvements would you suggest?

### **Features and Functionality**

* Which features of [Product/Service Name] do you use the most?
(Choose up to 3)
	+ Feature A
	+ Feature B
	+ Feature C
	+ Feature D
	+ Other: \_\_\_\_\_\_\_
* Are there any features that you find confusing or difficult to use?
	+ Yes
	+ No
* If yes, please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Are there any additional features you'd like to see in the future?

### **Customer Support and Communication**

* Have you ever contacted our customer support?
	+ Yes
	+ No
* If yes, how would you rate the experience on a scale of 1-10? \_\_\_\_\_\_
* How do you prefer to be updated about our product/service?
	+ Email
	+ Social Media
	+ In-app notifications
	+ Other: \_\_\_\_\_\_\_

### **Final Thoughts**

* Would you recommend [Product/Service Name] to a friend or colleague?
	+ Definitely
	+ Probably
	+ Not sure
	+ Probably not
	+ Definitely not
* Any additional comments or feedback?

Thank you for your time!

Your feedback is crucial in helping us improve. Please ensure all your answers are accurate before submitting.