SurveyNinja

App feedback survey

11 questions. About 2 min to answer.

How they use it

1. Which device do you use [App] on most? Required

Choose one answer.

- ○ iPhone
- ○ Android phone
- ○ Tablet
- ○ More than one device

2. How often do you use [App]? Required

Choose one answer.

- ○ Several times a day
- ○ About once a day
- ○ A few times a week
- ○ A few times a month
- ○ Less often

3. What do you use [App] for most often? Required

Choose one answer.

- ○ [Task 1]
- ○ [Task 2]
- ○ [Task 3]
- ○ Other: _____

Rating, ease and bugs

4. Overall, how would you rate [App]? Required

1 2 3 4 5

5. How easy is it to do what you need in [App]? Required

Choose one answer.

- ○ Very difficult
- ○ Difficult
- ○ Neither easy nor difficult
- ○ Easy
- ○ Very easy

6. In the last 30 days, has the app crashed, frozen or shown an error? Required

Choose one answer.

- ○ Yes
- ○ No

7. What happened? Required

What were you doing when it happened? If you can, add your phone model and the app version.

What comes next

8. What one feature or improvement would you like to see next?

9. How likely are you to recommend [App] to a friend or colleague? Required

0 – Not at all likely, 10 – Extremely likely

0 1 2 3 4 5 6 7 8 9 10

0–6: What disappoints you most about the app?

7–8: What would make it a 10?

9–10: What do you like most about the app?

10. May we contact you about your feedback? Required

Choose one answer.

- ○ Yes
- ○ No

11. Your email Required

So we can follow up on your feedback.

E-mail:

Run it online for free

Copy this template to SurveyNinja, send the link and the answers go into a ready report with charts.

surveyninja.io/templates/app-feedback-survey

Survey template from SurveyNinja: surveyninja.io