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Feedback Form Template

What is Feedback Form Template?

A feedback form template is a pre-designed structure for collecting and organizing customer, user, or client opinions, suggestions, and concerns about a product, service, website, application, or experience. The purpose of a feedback form template is to gather valuable insights that can help improve the quality, usability, and overall satisfaction of the product or service.

A typical feedback form template typically includes the following elements:

1. **Introduction:** A brief message welcoming users to provide their feedback.
2. **Rating scales:** A set of Likert scales (e.g., 1-5) for users to rate specific aspects of the experience, such as ease of use, overall satisfaction, or likelihood to recommend.
3. **Open-ended questions:** Text boxes where users can provide detailed comments and suggestions about their experience.
4. **Multiple-choice questions:** A set of pre-defined options that users can select to answer specific questions (e.g., "How often do you use our app?").
5. **Scale-based questions:** Questions that ask users to rate specific aspects on a scale, such as ease of understanding or likelihood to continue using the service.
6. **Free-text fields:** Additional text boxes where users can provide any additional feedback or comments.

Here's an example of what a feedback form template might look like:

Introduction Thank you for taking the time to provide your feedback! Your input is invaluable in helping us improve our product/service.

Rating Scales

- Ease of use: 1-5
- Overall satisfaction: 1-5
- Likelihood to recommend: 1-5

Open-ended questions

- What did you like most about our service/product?
- What did you dislike or find frustrating?

Multiple-choice questions

- How often do you use our app/service? (Daily, Weekly, Monthly, Rarely)
- Have you encountered any issues while using our product/service? (Yes/No)

Scale-based questions

- How easy was it to understand the instructions/user interface? (1-5)
- Would you continue to use our service/product? (Yes/No)

Free-text fields

- Any additional feedback or suggestions?

By providing a structured format for users to share their thoughts and opinions, a feedback form template helps organizations:

1. Collect valuable insights into user behavior and preferences.
2. Identify areas for improvement and optimize the product/service experience.
3. Enhance customer satisfaction and loyalty.

Remember that the specific elements and questions included in a feedback form template will vary depending on the organization's goals, target audience, and product/service offerings.

[feedback](#), [forms](#), [survey](#), [research](#), [ui](#), [ux](#), [design](#), [acsatisfaction](#), [metrics](#)

Feedback Form

Purpose

Provide a brief description of why you're collecting feedback (e.g., to improve a product, service, or user experience).

Questions

1. How satisfied are you with our product/service?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Unsatisfied
- ☐ Very Unsatisfied

2. What do you like most about our product/service?

- ☐ User-friendly interface
- ☐ Features
- ☐ Customer support
- ☐ Other (please specify): ____

3. What improvements would you suggest?

- ☐ Faster response time
- ☐ Additional features
- ☐ Better documentation
- ☐ Other (please specify): ____

4. Any other comments or suggestions?

Submission Method

Users can submit their feedback through:

- ☐ Online form
- ☐ Email
- ☐ Phone

Confidentiality

We value your privacy. Your feedback will be kept confidential.

Follow-Up

We appreciate your input! You will receive a follow-up after submitting your feedback.



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