Feature satisfaction survey template

Getting first impressions right is a key part of any successful new product feature. And you can use this feature satisfaction survey to understand how your new build is sitting with your users.

It'll help you to understand their experience so far and learn what may need to change in the future.

Possible survey question	Answer options
Survey intro example	We're getting in touch because you've used one of our new features called [*Feature*]. We'd love to get your thoughts and feedback by asking you the following questions…
How satisfied are you with [Feature]?	1 2 3 4 5 6 7 8 9 10 Very dissatisfied Neutral Very satisfied
Did you run into any problems with [Feature]?	☐ Yes ☐ No
Will you continue using [Feature]?	☐ Yes ☐ No
Do you have any thoughts or feedback on [Feature]?	*For example, did you find there was any functionality missing?* *Did everything work as expected? Were there any problems using [Feature]?*

If this [Feature] was no longer available to you or your team. Which of the following best reflects how you'd feel?	☐ Very disappointed ☐ Somewhat disappointed ☐ Not disappointed
Please briefly explain why you chose the previous answer.	*(Leave this one open to a long-text answer)*
How likely are you to recommend this feature to a friend or colleague?	*(Use a scale of one to ten)* 1 2 3 4 5 6 7 8 9 10 Very unlikely Very likely
Is there anything else about [Feature] or this survey that you would like to share?	*(Leave this one open to a long-text answer)*
Thank you screen	*(Thank the respondent for taking the survey.)*

Things to keep in mind when you get your results

1. Follow up with respondents and let them know their feedback is valued. Tell them what you're changing about the feature to improve their experience.

2. Share your findings with the team to ensure you're all working towards the same goals and building an exciting future for your new product feature.

3. Continuously make adjustments and repeat. Follow up with another user survey and see how you can further enhance the new feature.