

Beta tester survey

Answer for the version you tested. Add your name or tester ID so the team can follow up on any problem you report.

Name or tester ID

Build or version

Date

For each statement, tick one box from 1 (strongly disagree) to 5 (strongly agree).

1 How often did you use the beta in the past week?

☐ Every day ☐ 4 to 6 days ☐ 2 or 3 days ☐ Once ☐ Not at all

STATEMENT	STRONGLY DISAGREE					STRONGLY AGREE				
2 Setting up the beta and getting started was simple.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					
3 I finished the main task I tried without help.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					
4 The beta ran without crashes or freezes for me.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					
5 The beta responded quickly in everyday use.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					
6 Menus, buttons and labels made sense to me.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					
7 The beta does what its description promised.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					
8 I plan to keep using it after the beta ends.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					

9 Which of these did you run into? (tick all that apply)

☐ Crash or freeze ☐ Error message ☐ Wrong result ☐ Slow screen ☐ Confusing step
☐ None of these

10 How would you feel if you could no longer use this product?

☐ Very disappointed ☐ Somewhat disappointed ☐ Not disappointed

11 What does it help you do that you could not do before?

12 What is the one change you would make before launch?

Optional questions (1 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

Tester application (people applying answer)

13 Which devices could you test on? (tick all that apply)

☐ iPhone or iPad ☐ Android ☐ Windows PC ☐ Mac ☐ Other

14 How often do you do the task this product is for?

☐ Every day ☐ Every week ☐ Every month ☐ Rarely ☐ Never

15 What do you use for this job today?

16 How much time could you give the beta each week?

☐ Under 1 hour ☐ 1 to 2 hours ☐ 3 to 5 hours ☐ Over 5 hours

17 What would you most like this product to do for you?

First two days: setup and first look

18 How many minutes did setup take?

☐ Under 5 ☐ 5 to 15 ☐ 15 to 30 ☐ Over 30 ☐ Did not finish

STATEMENT

VERY
DIFFICULT

VERY
EASY

19 How easy was it to install and sign in?

1

2

3

4

5

20 Was it clear what to try first?

☐ Yes ☐ Partly ☐ No

21 Where, if anywhere, did you get stuck?

Optional questions (2 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

Weekly check-in

STATEMENT	VERY DISSATISFIED				VERY SATISFIED
22 How satisfied are you with this week's version?	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
23 Compared with last week's build, this one is:					
☐ Much worse ☐ Worse ☐ Same ☐ Better ☐ Much better					
24 On how many days did you use it this week?					
☐ None ☐ 1 or 2 ☐ 3 or 4 ☐ 5 or more					
25 What frustrated you most this week?					

One feature, right after first use

STATEMENT	VERY DIFFICULT				VERY EASY
26 How easy was it to do what you wanted with this feature?	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
27 How much does this feature matter to the way you work?					
☐ Essential ☐ Useful ☐ Nice to have ☐ Not needed					
28 If this feature went away, what would you do?					
☐ Stop using the product ☐ Use it less ☐ Not notice					
29 What did you expect it to do that it did not?					

Bug report form (fill it in when something breaks)

30 What kind of problem was it?

☐ Crash or freeze ☐ Error ☐ Wrong result ☐ Looks wrong ☐ Other

Optional questions (3 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

Bug report form (fill it in when something breaks) (continued)

31 What were you doing? List the steps, one per line.

32 What happened, and what did you expect to happen?

33 Does it happen again if you repeat the steps?

☐ Every time ☐ Sometimes ☐ Only once ☐ Did not try

34 Device, system version and app version

Final days: launch readiness

35 How likely are you to recommend it to a friend or colleague?

Not at all likely Extremely likely

36 Compared with what you use now, it is:

☐ Much worse ☐ Worse ☐ About the same ☐ Better ☐ Much better

37 What will you do when it launches?

☐ Pay for it ☐ Use a free plan ☐ Wait and see ☐ Stop using it

38 Who do you think would get the most out of it?
