



## Mobile App User Satisfaction Survey

Burden Estimate: 10 minutes

Expiration Date: 3-31-2024

Public reporting burden for this collection of information is estimated to average 10 minutes per response, including time required for searching existing data sources, gathering the necessary documentation, providing the information and/or documents required, and reviewing the final collection. You do not have to supply this information unless this collection displays a currently valid OMB control number. If you have comments on the accuracy of this burden estimate and/or recommendations for reducing it, please send them to: fsidldreq@state.gov.

We value your participation in this evaluation and will use results for continuous quality improvement. All feedback is confidential and will be presented in aggregate. Completion should take no more than 10 minutes.

**1. The app download process was easy.**

Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know

**2. The download instructions were helpful.**

Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know

**3. This app is easy to navigate.**

Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know

**4. This app will be effective in helping me accomplish my task.**

Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know

**5. How often do you think you will use this app?**

Daily | Weekly | Occasionally

**6. What additional features would you like to see included in this app?**

**7. Please rate this app.**

5= Outstanding | 4 = Good | 3 = Satisfactory | 2 = Poor | 1 = Unsatisfactory

**8. Please share any additional comments or suggestions about your experience with this app.**

**9. What type of device are you using? (brand, model)**

**10. What is your Operating System Version?**

- Android: Go to Settings/About Phone
- iOS: Go to Settings/General/About

**11. Is your device government-issued or personal?**

- Government-issued
- Personal – provisioned through Go Mobile
- Personal – not provisioned through Go Mobile