Product A Documentation Survey

ABC Inc. information developers are revamping the user documentation for Product A. As a valued Product A customer, your input is very important and the information you provide can assist us in redesigning the documentation to better meet your needs. Please take a few minutes and complete the survey questions below.

1. Do you currently use Product A documentation?

   a. Yes (Skip to Q2)
   b. No

1a. (If Q1='No') Why do you not use the documentation? Please be as specific as possible:

(After completing Q1a, end survey)

2. How long have you been using Product A documentation?

a. < 1 year

b. 1 to 3 years

c. 3 to 5 years

d. 5+ years

3. How often do you have trouble locating information in the documentation?

   a. Always
   b. Often
   c. Sometimes
   d. Rarely
   e. Never (Skip to Q4)

4. Which of the following issues do you face when accessing the documentation?

   a. Search is not effective
   b. Too many cross-references to other guides
   c. Inappropriate content flow
   d. Other (please specify)

5. Which concepts or tasks seem to be missing or incomplete from the documentation? Please select all that apply.

   a. Installation
   b. Upgrade/Migrate
   c. Clustering

d. Configuring Product A
e. Configuring authentication
f. Security settings
g. Troubleshooting
h. Other (please specify)
i. None of the above

6. How do you use the screenshots when reading the documentation?

a. I use them to check my settings
b. I follow them to make sure I'm performing steps in correct order
c. I don't use them at all

7. ABC Inc. information developers are planning to revamp the documentation. As part of this activity, the Product A ID team is considering to reorganize the current documentation library and merging all guides into a single book. The content will be re-arranged into a logical task-based flow. Can you share your views on the above revamp approach?

8. Please suggest any changes that you feel will improve the documentation quality.