

Google™ Google Maps user happiness survey

Thank you for offering your feedback to help improve Google Maps!

Understanding your experiences and opinions is critical to making Google Maps better for YOU.

You **must be at least 18 years old** to participate in Google user research.

We will not use or share your personal information for any purpose than contacting you for Google user research.

For details on how Google treats your personal information, please read our [Privacy Policy](#).

Please indicate your overall satisfaction with Google Maps:

Extremely Dissatisfied			Neutral			Extremely Satisfied
1	2	3	4	5	6	7
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How likely is it that you would recommend this product to a friend or colleague?

Definitely would not					Might, or might not					Definitely would
0	1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate your satisfaction with the following Google Maps components:

	Haven't used or Don't know	Extremely Dissatisfied			Neutral			Extremely Satisfied
		1	2	3	4	5	6	7
Maps	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Directions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Business listings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My Maps	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate your satisfaction with Google Maps on the following dimensions:

	Extremely Dissatisfied			Neutral			Extremely Satisfied
	1	2	3	4	5	6	7
Speed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Reliability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Features and Tools available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visual Appeal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of Use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate your satisfaction with the availability of help/customer support for Google Maps

I haven't sought help/ customer support	Extremely Dissatisfied			Neutral			Extremely Satisfied
	1	2	3	4	5	6	7
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What other maps & local information websites do you use, either regularly or occasionally?

Select all that apply:

- Mapquest
- Yahoo! Maps / Local

- MSN Maps / Windows Live Local
- Other, please specify:

Typically, how often do you use Google Maps?

When did you start using Google Maps?

(optional)

What if anything do you find frustrating or unappealing about Google Maps?

(optional)

What changes or additional features would you like to see for Google Maps?

(optional)

What do you like best about Google Maps?

May Google contact you regarding your feedback, or for future Google user research?

We will not use or share your email address for any other purpose than to contact you for Google user research. For more details on how Google treats your personal information, please read our [Privacy Policy](#).

- No, thanks -- I don't want to be contacted for further research
- Yes -- please enter your email:

SUBMIT FEEDBACK >>

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