



Webinar On



From Readers to Contributors: Getting Valuable Feedback on Your Docs

Georgios Trantzas

Senior Technical Documentation Specialist

Power Factors



Overview

In this session, we will cover:

- Why feedback is essential for documentation
- What makes feedback useful
- Practical ways to collect and act on feedback

Common documentation challenges

- Docs are written once and rarely revisited
- Writers and product teams guess what users need
- Feedback loops are weak or nonexistent

None of this is a tooling problem. It's a feedback problem!

Users are the missing piece

- Users know what's confusing or missing
- Feedback provides real-world validation
- Documentation improves faster when users are involved

Common types of feedback

- **Ratings (thumbs up/down, stars)** – Easy to collect, but lack context
- **Free-text comments** – Quality depends on how questions are framed
- **Inline suggestions** - Rarely supported, but provide clear context
- **Direct contributions (PRs, edits)** - Highest-impact feedback. Users propose real changes and build shared ownership

Why do simple ratings fall short?

- Helpful ≠ why it was helpful
- No context or clear action
- Hard to prioritize improvements

What makes feedback actionable?

- What exactly is unclear?
- Where did the problem occur?
- What did the reader expect instead?

If feedback doesn't answer at least one of these, it's hard to act on.

✗ “This page is unclear.”

✓ “The API example doesn't match the response I get in v2.2.”

Go beyond thumbs up / down

Ask the right question:

- Was this page helpful for completing your task?

Follow-up options (quick and contextual):

- What was missing?
- What was confusing?
- What were you trying to do?

Keep it simple. Users won't fill out a survey for every issue.

Let readers contribute directly

- Faster improvements through real-world fixes
- Shared ownership that builds trust
- Higher documentation quality with community-driven insights

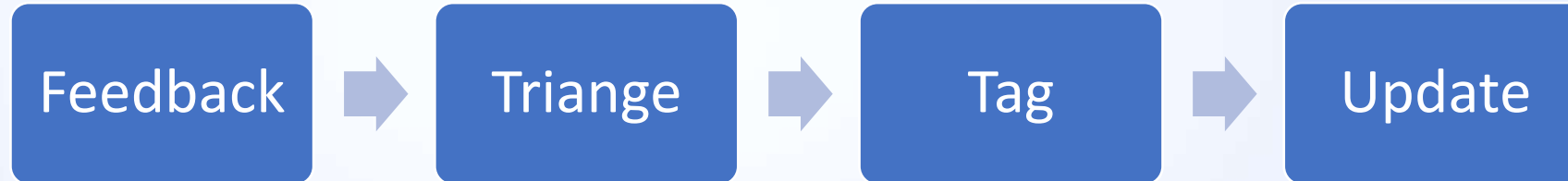
How to make contributors feel safe?

- Clear contribution guidelines
- Reduce friction (easily accessible edit buttons and templates)
- Show examples of accepted PRs
- No fear of breaking things

Celebrating contributions and always give credit!

Go from feedback to action

- Triage feedback regularly
- Tag themes (clarity, completeness, accuracy)
- Connect feedback to doc updates and notify contributors



How to measure impact?

- Improved ratings over time
- Fewer repeated questions to the Support team
- Faster resolution of user issues
- Increased user trust

What can you start doing tomorrow?

- Add a contextual feedback widget to your documentation site
- Publish contribution guidelines
- Add a “Suggest an edit” button
- Start reviewing feedback weekly

**Contributors build stronger documentation
than writers alone!**

Questions ?

Thank You!



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