



What we learned from Claire's first user survey

A transparent account of the May 2026 survey: participation, all 12 aggregate response distributions, optional feedback themes, scoring, and limitations.

18 of 18

said Claire helped them reflect more consistently

16 of 18

said Claire made journaling easier than writing

17 of 18

would recommend Claire for therapeutic reflection

Scope: These findings describe a small, self-selected group of existing users. They are product-perception results, not evidence of treatment effects or clinical outcomes.

Methodology and participation

MAY 2026 SURVEY

Claire invited 31 non-test users to complete an anonymous survey. The instrument contained 12 statements rated on a four-point scale: strongly disagree, disagree, agree, or strongly agree. There was no neutral option.

Measure	Count	Rate or note
Non-test users invited	31	100%
Invitees with at least 10 active weeks	23	74.2% of invitees
Completed invitees in the tracker	17	54.8% of invitees
Completed invitees with at least 10 active weeks	16	69.6% of experienced invitees
Known, non-test response rows	18	Not used as a completion rate
Response rows tagged to invitees with at least 10 active weeks	17	94.4% of response rows

54.8%

TRACKED COMPLETION

The invitation tracker records 17 completed invitees, while the anonymous response table contains 18 known, non-test response rows. The one-row difference cannot be reconciled without weakening the anonymization boundary. For that reason, 17 of 31 is the tracked completion rate; 18 response rows are used for the aggregate item results.

Aggregate results

ALL 12 STATEMENTS

The wording below is the survey instrument, not participant-authored feedback. SD means strongly disagree, D means disagree, A means agree, and SA means strongly agree. Favorable means agree or strongly agree. For the two negatively worded statements, favorable means disagree or strongly disagree. Adjusted means reverse those two items so a higher score is favorable for every row.

Survey statement	SD	D	A	SA	Favorable	Adjusted mean
I felt comfortable sharing personal reflections with Claire.	1	0	5	12	17 of 18	3.56 / 4
I trusted Claire to respond in a supportive and nonjudgmental way.	2	0	1	15	16 of 18	3.61 / 4
I understood that Claire is an AI tool, not a human therapist.	0	0	1	17	18 of 18	3.94 / 4
Claire helped me reflect more consistently.	0	0	6	12	18 of 18	3.67 / 4
Claire made journaling easier than writing on my own.	0	2	3	13	16 of 18	3.61 / 4
Claire's responses felt appropriate for what I shared.	0	0	6	12	18 of 18	3.67 / 4
It was easy to start or answer a Claire call.	0	0	7	11	18 of 18	3.61 / 4
The time required to use Claire felt manageable.	0	0	10	8	18 of 18	3.44 / 4
Technical issues made it harder for me to use Claire.	5	11	1	1	16 of 18	3.11 / 4
It was hard to find a private time or place to use Claire.	7	8	3	0	15 of 18	3.22 / 4
Claire could be useful for veterans who may benefit from private, voice-based reflection.	1	0	6	11	17 of 18	3.50 / 4
I would recommend Claire to others who want to record their reflections for therapeutic reasons.	1	0	3	14	17 of 18	3.67 / 4

Open-text feedback is summarized by theme on page 5. Individual responses and row-level response patterns are not included.

Interpretation and limits

READ WITH CARE

What the survey supports

- Within these 18 known, non-test response rows, users reported that scheduled voice conversations made reflection easier to start and repeat.
- The strongest result was understanding that Claire is an AI tool rather than a human therapist: 18 of 18 agreed, with an adjusted mean of 3.94 out of 4.
- The statement "Technical issues made it harder for me to use Claire" received two agreements and 16 disagreements. This gives Claire a specific product area to continue investigating.
- The statement "It was hard to find a private time or place to use Claire" received three agreements and 15 disagreements. This describes respondents' circumstances and does not, by itself, establish a product privacy problem.

What the survey does not support

- The survey was not randomized or controlled and did not measure symptoms, diagnoses, treatment effects, or clinical outcomes.
- The sample was small, self-selected, and weighted toward experienced Claire users. Seventeen of the 18 response rows were tagged to invitees with at least 10 active weeks.
- Nonresponse may bias the results. People who answered may have had different experiences from people who did not.
- The demographic mix was not representative enough to support broad population claims.
- The results should be treated as directional product evidence, not proof that Claire works for everyone.

Optional feedback themes

9 OF 18 RESPONSE ROWS

Nine known, non-test response rows included nonempty optional feedback. The summaries below are paraphrased themes, not participant quotations. Five entries contained an identifiable product suggestion, and each suggestion came from one entry.

Clarify data access

One entry asked for clearer information about who, beyond the user, could access saved or processed recordings, transcripts, or derived insights. This is separate from the scored statement about finding a private time or place.

Pause an interrupted call

One entry suggested a pause-and-resume option when a conversation is interrupted.

Make schedule changes faster

One entry suggested a quicker way to change the call time after missing consecutive calls.

Remember what was discussed

One entry asked Claire not to repeat a scheduled check-in question when that topic had already come up earlier in the conversation.

Offer an optional backstory

One entry suggested a personal backstory for Claire to create more relational continuity.

What the other four entries contained

Two offered praise without requesting a change, one reported no applicable feedback, and one positively commented on intimate questioning. These entries are reported for completeness, but they are not product suggestions.

Sources and version

Sources: Claire Digital Mental Health Support Survey anonymous aggregate export (May 23, 2026); Claire survey invitation tracker; and the 12-statement, four-point response instrument with optional feedback field (May 2026).

Canonical article and future corrections: <https://www.clairecalls.com/blog/claire-user-survey-findings-2026>

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