About this questionnaire

The purpose of this questionnaire is to help us gain an understanding of the people who will use [product name], and to get any additional feedback or comments about [product name].

We will use this information to try to ensure that [product name] meets the needs of the people who will be using it.

All the information you provide is confidential. Your name is not stored with this questionnaire, and the information you provide will not be used for any other purpose.

About you

1. Age (select one):

   - Under 18
   - 18-25
   - 26-35
   - 36-45
   - 46-55
   - Over 55

2. What is your job title?

   ______________________________________________________
   ______________________________________________________

3. Length of time in this job (select one):

   - Less than 1 month
   - 1 month to 6 months
   - 6 months to 2 years
   - 2 years to 10 years
   - More than 10 years

Please continue to next page…
4. Highest educational level (select one):

- Primary
- High School
- Apprenticeship or trade qualification
- University

5. How often do you use the Internet? Select one:

- At least five times each week
- About once each week
- About once each month
- Less often than monthly
- Never

About [product name]

6. How often do you use [product]?

- Daily
- Weekly
- Monthly
- Less often than monthly
- Never

Please continue to next page…
7. Please indicate the extent to which you agree or disagree with the following statements.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Stronglyagree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Stronglydisagree</th>
<th>Don’tknow</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Product] is easy to use</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I always know where I am in [product]</td>
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<tr>
<td>It’s easy to get lost</td>
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<tr>
<td>[Product] is difficult to learn</td>
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<tr>
<td>I didn’t get enough training</td>
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<tr>
<td>The online user guide is useful</td>
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</tr>
</tbody>
</table>

Please continue to next page…
8. If there were three things you could change in [product], what would they be?

i) 

ii) 

iii) 

9. Do you have any comments or suggestions?