**Sample Questionnaire**

**Section I: Personal Information**

|  |  |
| --- | --- |
| 1.  | In what age group are you?  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|    |

|  |
| --- |
|  19 and under  |
|  20 - 29  |
|  30 - 39  |
|  40 - 49  |
|  50 - 59  |
|  60 +  |

 |

|  |  |
| --- | --- |
| 2.  | Gender:  |

|  |  |  |  |
| --- | --- | --- | --- |
|    |

|  |
| --- |
|  Male  |
|  Female  |

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|  |  |
| --- | --- |
| 3.  | In terms of your current occupation, how would you characterize yourself?  |
|    |

|  |
| --- |
|  Writer  |
|  Administrative Assistant  |
|  Journalist  |
|  Secretary  |
|  Academic  |
|  Professional  |
|  Technical expert  |
|  Student  |
|  Designer  |
|  Administrator/Manager  |
|  Other, please specify:  |

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 **Part 2: To be completed during and/or after software use**

Top of Form

|  |  |
| --- | --- |
| 1.  | With respect to the version of Microsoft Word currently installed on your machine, please indicate the extent to which you agree or disagree with the following statements:  |

|  |
| --- |
| SD = Strongly Disagree  D = Disagree N = Neutral A = AgreeSA = Strongly Agree  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| This software is easy to use.  | SD  | D  | N  | A  | SA  |
| I am in control of the contents of the menus and toolbars.  | SD  | D  | N  | A  | SA  |
| I will be able to learn how to use all that is offered in this software.  | SD  | D  | N  | A  | SA  |
| Navigating through the menus and toolbars is easy to do.  | SD  | D  | N  | A  | SA  |
| This software is engaging.  | SD  | D  | N  | A  | SA  |
| The contents of the menus and the toolbars match my needs.  | SD  | D  | N  | A  | SA  |
| Getting started with this version of the software is easy.  | SD  | D  | N  | A  | SA  |
| This software is flexible.  | SD  | D  | N  | A  | SA  |
| Finding the options that I want in the menus and toolbars is easy.  | SD  | D  | N  | A  | SA  |
| It is easy to make the software do exactly what I want.  | SD  | D  | N  | A  | SA  |
| Discovering new features is easy.  | SD  | D  | N  | A  | SA  |
| I get my word processing tasks done quickly with this software.  | SD  | D  | N  | A  | SA  |
| This software is satisfying to use.  | SD  | D  | N  | A  | SA  |

**Part 3: To be Completed once both versions of Microsoft Word have been used by the subject.**

|  |  |
| --- | --- |
| 1.  | If you could choose only one of the versions to continue using, which would it be?  |
|    |  Microsoft Word 2000       Microsoft Word Personal  |

|  |  |
| --- | --- |
| 2.  | What aspect(s) of Microsoft Word 2000 did you *like*?  |

|  |  |
| --- | --- |
|    |  |

|  |  |
| --- | --- |
| 3.  | What aspect(s) of Microsoft Word 2000 did you *dislike*?  |
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| --- | --- |
| 4.  | What aspect(s) of Microsoft Word Personal did you *like*?  |
|  |

|  |  |
| --- | --- |
| 5.  | What particular aspect(s) of Microsoft Word Personal did you *dislike*?  |

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| --- | --- |
| 6.  | There are several criteria listed below. Please select the version that would be your 1st choice *according to each of the criteria*. If you really cannot make a choice for a given criteria, please select "Equal".  |

|  |
| --- |
|       2000 = Microsoft Word 2000Personal = Microsoft Word Personal    Equal = 2000 and Personal satisfy this criterion equally |

|  |  |
| --- | --- |
| Criteria  | 1st Choice  |
| This software is easy to use.  |  2000     Personal     Equal  |
| I am in control of the contents of the menus and toolbars.  |  2000     Personal     Equal  |
| I will be able to learn how to use all that is offered in this software.  |  2000     Personal     Equal  |
| Navigating through the menus and toolbars is easy to do.  |  2000     Personal     Equal  |
| This software is engaging.  |  2000     Personal     Equal  |
| The contents of the menus and the toolbars match my needs.  |  2000     Personal     Equal  |
| Getting started with this version of the software is easy.  |  2000     Personal     Equal  |
| This software is flexible.  |  2000     Personal     Equal  |
| Finding the options that I want in the menus and toolbars is easy.  |  2000     Personal     Equal  |
| It is easy to make the software do exactly what I want.  |  2000     Personal     Equal  |
| Discovering new features is easy.  |  2000     Personal     Equal  |
| I get my word processing tasks done quickly with this software.  |  2000     Personal     Equal  |
| This software is satisfying to use.  |  2000     Personal     Equal  |