**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 | |

|  |  |  |  |
| --- | --- | --- | --- |
| 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: | | |

**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 = Agree SA = 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*? | |
|  | |

|  |
| --- |
|  |

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

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

|  |
| --- |
|  |

|  |  |
| --- | --- |
| 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 2000 Personal = 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 |