

1. What is your age?

- ☐ 15 and under
- ☐ 16-24 years old
- ☐ 25-34 years old
- ☐ 35-44 years old
- ☐ 45-54 years old
- ☐ 55-64 years old
- ☐ 65 or more years

2. Can you please tell us your reason for visiting GOV.UK today.

3. Were you able to get everything you wanted from GOV.UK today?

- ☐ I was able to get everything I needed from GOV.UK today
- ☐ I was able to get most of what I needed from GOV.UK today
- ☐ I was able to get some of what I needed from GOV.UK today
- ☐ I was unable to get any of what I needed from GOV.UK today

4. Why were you not able to get everything you needed from GOV.UK today?

5. How much do you trust the information on GOV.UK (1 being don't trust at all, and 5 being trust completely)?

- ☐ 1 - not trust at all
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 - trust completely

6. Why don't you trust the information on GOV.UK?

7. How often do you visit GOV.UK?

- ☐ More than once a week
- ☐ Once a week
- ☐ Once a fortnight
- ☐ Once a month
- ☐ Once every 3 months
- ☐ Once every 6 months
- ☐ Once every 7-12 months
- ☐ Less often
- ☐ This is my first visit

8. How would you rate GOV.UK on the following?

	Very poor	Poor	Neither good nor poor	Good	Very good	Don't know
Ease of use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attractiveness of design/appearance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of finding information and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information that is clear and easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Security of online services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accurate information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Up-to-date information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. How much do you agree or disagree with the following?

[illegible]

10. Overall, how satisfied were you with your visit today?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither satisfied/dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied

11. You indicated that you were very/quite dissatisfied with your visit today. Please can you tell us the reason/s why you were dissatisfied?

12. And what is your overall opinion of GOV.UK?

- ☐ Very good
- ☐ Good
- ☐ Neither good nor poor
- ☐ Poor
- ☐ Very poor

13. You indicated that your opinion of GOV.UK is very/quite poor. Please can you tell us the reason/s why you have this opinion of the site?

14. On a scale of 0-10 (with 0 being very unlikely, and 10 being very likely), how likely is it that you would recommend GOV.UK to a friend or colleague?

- ☐ 0
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10

15. Which of the following best describes how you will use GOV.UK in the future?

- ☐ It will be the main site I use to access public and government information and services
- ☐ It will be one of a few sites I use to access public and government information and services
- ☐ It will be one of many sites I use to access public and government information and services
- ☐ I will rarely/never use this site to access public and government information and services

16. How would you describe the amount of time it took you complete your task on GOV.UK today?

- ☐ It took the amount of time I thought it would
- ☐ It took more time than I thought it would
- ☐ It took less time than I thought it would

17. Are you Male or Female?

- ☐ Male
- ☐ Female
- ☐ Prefer not to say

18. Are you a parent or guardian of a child?

- ☐ Yes
- ☐ No
- ☐ Don't know

19. Are you a parent or guardian of a child in any of the following age bands (please tick all that apply)?

- ☐ Aged 2 or under
- ☐ Aged 3-5
- ☐ Aged 6-9
- ☐ Aged 10-12
- ☐ Aged 13-15
- ☐ Aged 16+

20. Which of these best describes you?

- ☐ I work 16 hours a week or more
- ☐ I work less than 16 hours a week
- ☐ I am self-employed
- ☐ I am not working
- ☐ I am in full-time education (16 hours or more a week)
- ☐ I am in part-time education (less than 16 hours a week)
- ☐ I am retired
- ☐ I am a housewife/househusband
- ☐ I am an unpaid carer
- ☐ None of these

21. Approximately how many people work in your business?

- ☐ Just you
- ☐ 1-9
- ☐ 10-49
- ☐ More than 49

22. Are you thinking of starting your own business?

- ☐ Yes
- ☐ No
- ☐ Don't know

23. Where are you right now?

- ☐ Home
- ☐ School/College/University
- ☐ Internet cafe, public library, or somewhere similar
- ☐ Work
- ☐ Travelling
- ☐ Somewhere else

24. Do you use any assisted technology such as screen readers etc to help you access the Internet?

- ☐ Yes
- ☐ No
- ☐ Don't know

**25. And which of the following tools do you use to help you access the Internet?
(please tick all that apply)**

- ☐ Voice recognition software
- ☐ Screen reader software
- ☐ Screen magnification software
- ☐ Braille reader

Other (please specify)

26. In general, how confident do you feel when using the internet?

- ☐ Very unconfident
- ☐ Unconfident
- ☐ Neither confident nor unconfident
- ☐ Quite confident
- ☐ Extremely confident

27. Which of these income bands comes closest to your total gross annual household income?

- ☐ £0 to £4,999
- ☐ £5,000 to £9,999
- ☐ £10,000 to £14,999
- ☐ £15,000 to £19,999
- ☐ £20,000 to £24,999
- ☐ £25,000 to £29,999
- ☐ £35,000 to £39,999
- ☐ £40,000 to £49,999
- ☐ £50,000 to £74,999
- ☐ £75,000 to £99,999
- ☐ £100,000+
- ☐ Prefer not to answer

28. And finally, where do you live?

- ☐ London
- ☐ South East (excl. London)
- ☐ South West
- ☐ East Anglia
- ☐ East Midlands
- ☐ West Midlands
- ☐ Wales
- ☐ Yorkshire/ The Humber
- ☐ North West
- ☐ North East
- ☐ Scotland
- ☐ Northern Ireland
- ☐ Outside UK

29. Thank you for taking the time to participate in this study today! If there is anything else you'd like to share, please do so now.