Pre-Test Questionnaire

> **Thank you for considering being a volunteer for our Usability Test.** We will work to make sure the test environment is pleasant and fun for you, with a casual dinner being served. The results from our Usability Test will be used to help improve a computer software product's ease of use.
>
> Please answer the following questions. We will use your answers to determine if you will be a participant in our Usability Test.
>
> **The testing will take place on March 22 and March 29 from 6-8 p.m**. The usability test will require 1 1/2 hours of your time.
>
> Please place a check next to the dates on which you are available, if any.
>
> March 22 _____   March 29 _____   Either Date _____   Neither Date _____
>
> **Please disregard the rest of the questionnaire if you are not able to attend one of the dates. Thank you again for your consideration.**

Name: _____

Home Phone: _____

Work Phone: _____

Age: [ ] 15-20   [ ] 21-30   [ ] 31-40   [ ] 41-50   [ ] 51 or above

Sex: [ ] Male   [ ] Female

[ ] Right handed   [ ] Left handed

Please answer the following questions about your computer experience:

1. Do you use an IBM or compatible personal computer?

    [ ] Yes

    [ ] No

    If you answered "no," please disregard the remaining parts of the questionnaire.

2. What kind(s) of programs have you worked with? Check all that apply.

    [ ] Word Processing

    [ ] Spreadsheets

    [ ] Graphics

    [ ] Other(s) specify   _____

3. How long have you been using personal computers?

[ ] 0-3 months

[ ] 4-6 months

[ ] 7-9 months

[ ] 10-12 months

[ ] More than 12 months

4. Have you ever used a Web browser?

[ ] Yes

[ ] No

If you answered "no," please proceed to question 7.

5. Which Web browser have you used? Check all that apply.

[ ] Microsoft Internet Explorer

[ ] Netscape Navigator

[ ] Other(s) specify _____

6. How long have you been browsing the Web?

[ ] 0-3 months

[ ] 4-6 months

[ ] 7-9 months

[ ] 10-12 months

[ ] More than 12 months

7. Which Internet Service Provider(s) do you use? Check all that apply.

[ ] AOL

[ ] Prodigy

[ ] CompuServe

[ ] Mindspring

[ ] Other (specify) _____

[ ] I do not use/have an Internet Service Provider.

8. Does your Internet Service Provider (ISP) **OR** your work/school location provide an email program?

    ISP   [ ] Yes   [ ] No   [ ] Not applicable—I have no ISP

    Work/School   [ ] Yes   [ ] No   [ ] Not applicable—I don't use email from work/school

If you answered "no" or "not applicable" to BOTH of the categories in this question, please proceed to question 11.

9. Which email program does your Internet Service Provider **OR** your work/school location provide?

	ISP	Work, School
Microsoft Outlook Express	[ ]	[ ]
Express	[ ]	[ ]
Eudora	[ ]	[ ]
Other (specify) _____	[ ]	[ ]
I do not know.	[ ]	[ ]

10. How long have you been using your Internet Service Provider's **OR** your work/school location's email program? (If you use multiple programs, indicate the time period corresponding to the program for which you have the MOST experience.)

    [ ] 0-3 months

    [ ] 4-6 months

    [ ] 7-9 months

    [ ] 10-12 months

    [ ] More than 12 months

11. Do you use the World Wide Web for email?

    [ ] Yes

    [ ] No

If answered "no," please proceed to question 14.

12. Which World Wide Web email program(s) do you use? Check all that apply.

    [ ] Yahoo!   [ ] Netscape

    [ ] HotMail   [ ] Other (specify) _____

13. How long have you been using your World Wide Web email program(s)?

[ ] 0-3 months

[ ] 4-6 months

[ ] 7-9 months

[ ] 10-12 months

[ ] More than 12 months

14. Where do you use email? Check all that apply.

[ ] From a personal home account

[ ] From an account at work

[ ] From a public access terminal (library, Internet cafe, other)

[ ] From school

[ ] Other (specify)   _____

15. What do you use email for? Check all that apply.

[ ] Work

[ ] Personal

[ ] Other (specify)   _____

16. Do you know how to send attachments to someone via email?

[ ] Yes

[ ] No

17. Do you know how to make files for the email you receive so similar emails can be grouped?

[ ] Yes

[ ] No

18. Do you know how to create and send a simple email message?

[ ] Yes

[ ] No

Thank you for completing our questionnaire. We greatly appreciate your consideration and time. We will be in contact with you if you are selected to participate in our Usability Test. Thank you!