



Feedback on the SCAN2 platform

This questionnaire aims to gather **end users' feedback** on the **SCAN2 platform** and evaluate its **usability**.

The questionnaire, totally anonymous, is open **until January 27, 2024**.

Filling out the questionnaire takes **~5 minutes**.

Thank you for your valuable cooperation!

This research is conducted as part of the [SCAN II project](#), funded by the European Union (Grant Agreement No.101046587)

not@fbk.eu [Switch account](#)



Not shared

* Indicates required question

Demographic information

The following questions aim to gather some general demographic information.

Indicate your age group: *

- ☐ 18-25
- ☐ 26-35
- ☐ 36-55
- ☐ 56-65
- ☐ > 65

Indicate your gender: *

- ☐ Male
- ☐ Female
- ☐ I prefer not to answer

How do you rate the level of your digital skills (i.e. ability to easily use technologies for work, leisure and communication)? *

	1	2	3	4	5	
Very Low	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very High

How do you rate your level of familiarity with technology (i.e. experience of technology usage)? *

	1	2	3	4	5	
Very Low	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very High

In general, what is the level of your interest in technology and innovation? *

	1	2	3	4	5	
Not at all interested	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very interested

Opinion about dealing with online procedures

The following section of questions aims to investigate your opinion about the possibility of submitting a complaint through online portals and digital forms.

How often do you use online applications, instead of paperwork, to carry out bureaucratic duties or other tasks? *

	1	2	3	4	5	
Less than once a month	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Daily

How much can digitalization simplify legal-judicial procedures (e.g. small claims)? *

	1	2	3	4	5	
Very little	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very much

How essential is it for a consumer/entrepreneur to have the support of an expert *
when autonomously submitting a claim by filling out a digital form through a web
application?

	1	2	3	4	5	
Very little	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very much

In general, do you think that it is necessary for consumers to receive specific *
training (e.g. by means of video tutorials, guidelines, online courses) on European
small claims procedures before filling out the online form?

	1	2	3	4	5	
Very little	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very much

In general, do you think that it is necessary to receive specific training (e.g. by *
video tutorial) to increase digital skills and easily use possible online applications
for dealing with online procedures?

	1	2	3	4	5	
Very little	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very much

Knowledge of European Small Claims Procedure (ESCP)

The following section of questions aims to investigate the knowledge (direct or indirect) of
the procedures for handling transnational small claims. Please answer the questions by
using a score from 1 to 5, where 1 = nothing and 5 =very much. *(if you are not at all familiar
with this kind of claim or you don't have direct experience, please score 1).*

How familiar are you with cross-border small claims procedures? *

	1	2	3	4	5	
Nothing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very much

How much experience do you have with the direct use of this kind of procedure? *

1 2 3 4 5

Nothing ○ ○ ○ ○ ○ Very much

How much experience do you have in supporting a consumer who is compiling the forms of this kind of procedure?

1 2 3 4 5

Nothing ○ ○ ○ ○ ○ Very much

Opinions about features present in the SCAN2 online platform

The following section aims to investigate your personal opinion about aspects or features of SCAN2 platform for managing online procedures.

How do you rate the presence, during the compilation phase of Form B and Form D, of the automatic system to detect incomplete sections or fields in the digital form?

1 2 3 4 5

Not very helpful ○ ○ ○ ○ ○ Very helpful

How do you rate the automatic filling of some sections of Form B and Form D by the system, based on information already entered in previous sections?

1 2 3 4 5

Not very helpful ○ ○ ○ ○ ○ Very helpful

How do you rate the presence of graphical visualisation which signal the progress of the completion of the form steps?

1 2 3 4 5

Not very helpful ○ ○ ○ ○ ○ Very helpful

How do you rate the presence of grafical elements to inform about the progress of a claim? *

	1	2	3	4	5	
Not very helpful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very helpful

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Feedback on the SCAN2 platform

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I think that I would need assistance to be able to use the SCAN2 platform *

1 2 3 4 5

Strongly disagree ○ ○ ○ ○ ○ Strongly agree

I found the various functions in the SCAN2 platform were well integrated *

1 2 3 4 5

Strongly disagree ○ ○ ○ ○ ○ Strongly agree

I thought there was too much inconsistency in the SCAN2 platform *

1 2 3 4 5

Strongly disagree ○ ○ ○ ○ ○ Strongly agree

I would imagine that most people would learn to use the SCAN2 platform very quickly

1 2 3 4 5

Strongly disagree ○ ○ ○ ○ ○ Strongly agree

I found the SCAN2 platform very cumbersome/awkward to use

1 2 3 4 5

Strongly disagree ○ ○ ○ ○ ○ Strongly agree

I felt very confident using the SCAN2 platform

1 2 3 4 5

Strongly disagree ○ ○ ○ ○ ○ Strongly agree

I needed to learn a lot of things before I could get going with the SCAN2 platform *

1 2 3 4 5

Strongly disagree ☐ ☐ ☐ ☐ ☐ Strongly agree

Do you have any specific feedback or suggestion for the new SCAN2 platform?

Your answer

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