



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, 2023**.

Filling out the questionnaire takes **~10 minutes**.

Thank you for your valuable cooperation!

This research is conducted as part of the [SCAN 2 project](#), funded by the European Union (Grant Agreement No. 101046587)

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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

What is your higher educational qualification? *

- ☐ Primary school certificate
- ☐ Secondary school certificate
- ☐ High school diploma
- ☐ University degree
- ☐ Master's degree
- ☐ Doctorate

Which of the following categories do you belong to? *

- ☐ Consumer
- ☐ Entrepreneur
- ☐ Expert in consumer support
- ☐ Other: _____

Relationship with technology

The following questions aim to investigate your relationship and experience with technology.

How often do you use for personal needs or purposes online applications for dealing with paperwork remotely rather than in person (e.g. banking transactions, applying for reimbursement of medical expenses, filling out online forms for tax returns)? *

	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 often do you use technology (e.g. digital devices such as computer, laptop, tablet pc, smartphone, or software, applications, online portal, etc.) during your work or daily activities? *

	1	2	3	4	5	
Never	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Regularly

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

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

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very much

How much experience do you have in supporting a consumer who is compiling the forms of this kind of procedure? (if you are a consumer/entrepreneur, please answer "Nothing")? *

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

Evaluation of 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 A, of the automatic system to detect incomplete sections or fields in the digital form? *

	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

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

	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

Did you notice in Form A the possibility of switching to a simplified version of the textual description by clicking on the specific button? *



The screenshot shows a user interface with a language dropdown set to 'English' and a user profile 'claimant.johrsmith'. Below these, a button labeled 'Switch to simplified version' is highlighted with an orange circle.

☐ Yes

☐ No

In general, how do you rate the presentation of information or instructions through simplified texts using less technical jargon? *

1 2 3 4 5

Not very helpful ☐ ☐ ☐ ☐ ☐ Very helpful

Did you notice in the section description the possibility of having explanation and synonyms of specific terms by clicking on the terms highlighted in light blue?

1. Claimant

Person initiating a lawsuit.
Synonyms: applicant, plaintiff.

This field must identify you as the **claimant** and your representative, if represented by a lawyer or another legal professional. It may not be P.O. Box as the address and you should therefore include the street name do so may result in the document not being served. Where there is more than one claimant, please indicate the order of the claimants.

☐ Yes

☐ No

In general, how do you rate the visualisation of explanation and synonyms, to clarify some unknown technical terms present in the textual description? *

1 2 3 4 5

Not very helpful ☐ ☐ ☐ ☐ ☐ Very helpful

Did you notice the section NÜTZLICHE PDFS on the left of the interface with links to PDF files? *

8. Court/Tribunal

USEFUL PDFS

[Regulation \(EU\) No 1215/2012 of the European Parliament and of the Council](#)

SYNONYMS

- Lodge
- Jurisdiction

☐ Yes

☐ No

In general, how do you rate the possibility of using additional, clarifying or in-depth documentation, provided through PDF files or external links? *

	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

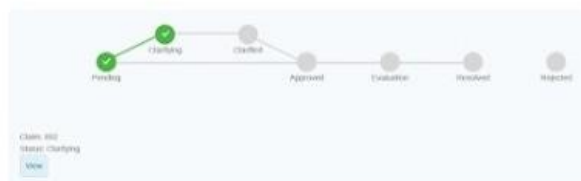
How do you rate the presence of graphical visualisation which signal the progress of the completion of the form steps? *

FORM STEPS

1. Claimant	<input checked="" type="checkbox"/>
2. Defendant	<input checked="" type="checkbox"/>
3. Jurisdiction	<input checked="" type="checkbox"/>
4. Nature of the case	<input checked="" type="checkbox"/>
5. Claim	<input checked="" type="checkbox"/>
6. Details of claim	<input checked="" type="checkbox"/>
7. Other data of the case	<input type="checkbox"/>
8. Court/tribunal	<input type="checkbox"/>

	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

How do you rate the presence of grafical elements to inform about the status 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

Next

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Usability of SCAN2 platform

For each of the following statements, please rate your level of agreement or disagreement regarding your experience while using the platform by using a 1-5 scale (1 = strongly disagree, 5 = strongly agree).

1 2 3 4 5

Strongly disagree ○ ○ ○ ○ ○ Strongly agree

1 2 3 4 5

Strongly disagree ○ ○ ○ ○ ○ Strongly agree

1 2 3 4 5

Strongly disagree ○ ○ ○ ○ ○ Strongly agree

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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