Questionnaire about NovaLingo

# Questions for Getting to know the user:

* Please tell me about yourself and your experience with other translation services

**A:** I have used other translation agencies in the past. Something that I disliked about my previous time using an interpreter is that they didn’t have the necessary terminology to correctly and fully translate my words. They were too slow at getting the work done and often submitted the translations at the end of the deadline.

* Please tell me about your relation to translation agencies?

**A:** I have to use them a lot because of my business. We have a lot of clients and partners from overseas. There is a lot of legal paperwork that has to be understood by multiple parties from different backgrounds.

* When you are on a computer and the internet, are there any challenges you face accessing information?

**A:** Not in particular.

# Questions for gathering user behavior:

* What are the most important tasks you or other people need to perform in using our translation services?

**A:** The most important part for me is the lack of ambiguity in the translations. The work we do is of high importance and any misunderstandings can cost us (and have in the past) a lot of money. The translations all have to be done in a timely matter and of high quality.

* How would you describe your past and current experience with other translation agencies?

**A:** It was frustrating how difficult they were to reach online or how long everything took. A previous agency we used required going to their office more times than necessary and didn’t provide a way to send them something for translating online. We stuck with them because they had an excellent interpreter, but when that specific person wasn’t available the others were not up to par.

* How often do you use or see yourself using NovaLingos services?

**A:** Very often. We regularly have multiple documents that have to be translated every month and we need live interpretation a couple of times a year.

* How did you get to our website?

**A:** We have it bookmarked in a folder with other services we need.

**Q:** Do you remember how you first obtained the URL?

**A:** A previous partner recommended the agency to us in an email.

* What devices do you typically use when visiting our website or that of other companies?

**A:** Most of the work we do is in an office so when we have to search for something it’s usually through a PC.

* Do you or did you in the past use other websites and resources for the same purpose as NovaLingo?

**A:** Yes, multiple times in the past. We sometimes use another agency for other projects.

* Is there anything you or your users often look for on NovaLingo that is missing or hard to ﬁnd?

**A:** A separate page about the services price would be nice so referencing could be done more easily. Now you have to go to a specific services page and scroll to the bottom to check the pricing.

* Is there any way NovaLingo isn't supporting your needs currently?

**A:** A service that we need, but NovaLingo does not have is copywriting. We currently use another agency for that, but for our other needs we prefer NovaLingo so we use both services.

* If you had a question regarding NovaLingo do you know who to contact?

**A:** We’ve used NovaLingo a lot of times now, so we do know who to contact directly. The contact information that is provided on the website is enough for us.

# Questions for gathering opinion:

* What do you see as the primary function of the NovaLingo?

**A:** NovaLingo is very easy to contact for fast online translations

* What do you like about the current NovaLingo?

**A:** The quality of the service and the professionalism of the employees.

* What don’t you like about the current NovaLingo?

**A:** If you could start offering more services our relationship could go from good to great. A separate page for the prices would be very useful for us as well.

# Questions for gathering user awareness:

* Are you aware that NovaLingo now oﬀers website translations?

**A:** I didn’t. We will have to check this out if the need to use that arises.

# Questions about the project goal:

* What is your main goal when visiting NovaLingos website?

**A:** Usually to sends some documents for fast online translation through the offers page.

**Q:** Do you have any secondary goals?

**A:** To contact an employee through the contact page or to check something from the frequently asked questions.

* What would prevent you from achieving tasks?

**A:** We find the frequently asked questions page to be a bit lacking.

* What improvements could be made to make your task easier or better?

**A:** Just adding more information to the FAQ would be enough.

# Questions for projects that provide information:

* How do you use the information on the NovaLingo website?

**A:** We use the information about the services for making quick references

# Questions for a project that has a process:

* How long do you expect the translations to take?

**A:** Depends on the size and complexity of the documents that have to be translated of course. Anywhere from a couple of days to a couple of weeks.

* Do you remember the communication or any follow up after you received the translation?

**A:** Yes. Anytime we had a question we were swiftly answered by an employee.

* Under what circumstances would you want to receive an alert in [process in the project]?

# Questions for closing out the interview:

* What haven’t we asked you today that you think would be valuable for us to know?
* May I contact you if we have any other questions or for possible further research for this project?