

Smart Social Connector
El Paso Accessibility Mobile App
User Experience Survey

PRE-TASK SURVEY

Demographics

1. Mark the option that best describes your gender identity:
 - ☐ Male
 - ☐ Female
 - ☐ Other (please specify: _____)
 - ☐ Prefer not to say

2. Mark the option that best represents your age range:
 - ☐ 55-64
 - ☐ 65-74
 - ☐ 75-84
 - ☐ 85-94
 - ☐ Above 95
 - ☐ Prefer not to say

3. Mark the option that best describe your race/ethnicity: (select all that apply)
 - ☐ White/Caucasian
 - ☐ Black/African American
 - ☐ Hispanic/Latino
 - ☐ Asian/Pacific Islander
 - ☐ Native American/Indigenous
 - ☐ Other (please specify: _____)
 - ☐ Prefer not to say

Technology Background

4. **Mark the option that indicates your level of agreement with the following statement: I am comfortable with mobile applications that use maps.** For example, Google Maps, Apple Maps or Uber.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

5. Have you used the El Paso Accessibility App before?

- ☐ Yes
- ☐ No

Personal Mobile Device Information

To ensure the El Paso Accessibility App works in the devices used by older adults in El Paso, please answer the following questions regarding your mobile device. *Our research staff may assist you to obtain this information.*

6. Write the make and model of your mobile device. For example, Samsung Galaxy S10 or iPhone 12.

☐ Prefer not to say

7. Choose the operating system and write the version used by your mobile device.

- ☐ Android-based Operating System. Version: _____
- ☐ iOS Operating System. Version: _____
- ☐ Other type of Operating System. Version: _____
- ☐ Prefer not to say

POST-TASK SURVEY**Experience using the El Paso Accessibility App**

Check all the boxes that apply in the following statements:

1. When **creating an accessibility note** of a location spot in the App (task #1):
 - ☐ I was able to easily **find** the relevant screen.
 - ☐ The screens in the App were designed closely to my **expectations** of how they would look and function.
2. When **viewing and validating an accessibility note** of a location in the App (task #2):
 - ☐ I was able to easily **find** the relevant screen to validate the note.
 - ☐ The screens in the App were designed closely to my **expectations** of how they would look and function.

Usefulness of the El Paso Accessibility App

3. **Check all the boxes** that apply:
 - ☐ The App is **useful to me** as it may help me plan how to navigate locations I visit.
 - ☐ The App is **useful to other people** as it may help them plan how to navigate locations they visit.
 - ☐ The App may **improve my willingness** to visit locations around El Paso.

Areas of improvement of the El Paso Accessibility App

4. What can be **improved about the experience and/or usefulness** of the App? _____

5. What was most **challenging** for you when using the App?

6. What additional **accessibility features** should be included in the App? (In addition to handrails, ramps, automatic doors, and others shown on the App). _____

7. *In general, what **features or services** would you like to see in an app designed for older adults?*
