

NASA Task Load Index

Hart and Staveland's NASA Task Load Index (TLX) method assesses work load on five 7-point scales. Increments of high, medium and low estimates for each point result in 21 gradations on the scales.

Mental Demand

How mentally demanding was the task?

Very Low

Very High


Physical Demand

How physically demanding was the task?

Very Low

Very High


Temporal Demand How hurried or rushed was the pace of the task?



Very Low Very High

Performance

How successful were you in accomplishing what you were asked to do?




Perfect

Failure

Effort


How hard did you have to work to accomplish your level of performance?



Very Low

Very High

Frustration How insecure, discouraged, irritated, stressed, and annoyed were you?



Very Low Very High

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Very Low

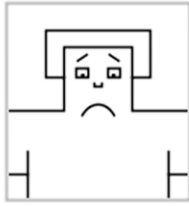
Very High

Frustration

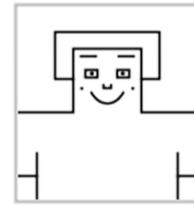
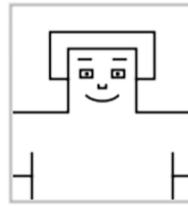
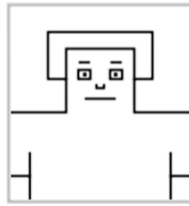
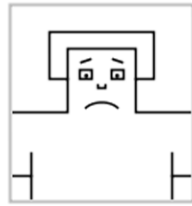
How insecure, discouraged, irritated, stressed,
and annoyed were you?

Very Low Very High

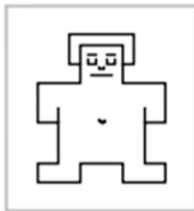
Please, tell us how you feel after watching the video.



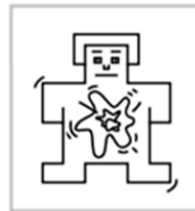
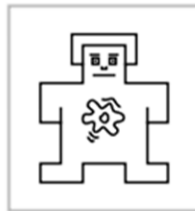
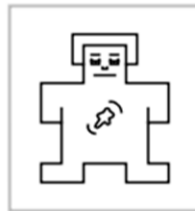
Negative



Positive

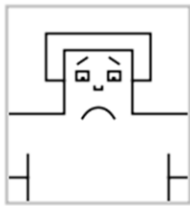


Bored

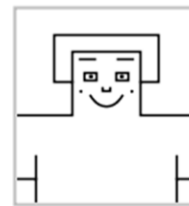
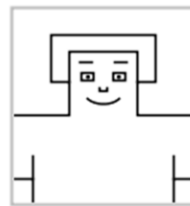
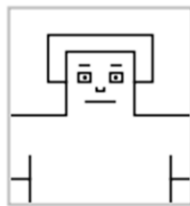
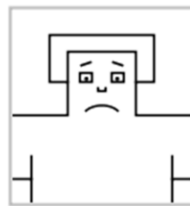


Excited

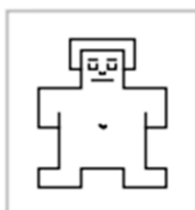
Please, tell us how you feel after filling the insurance claim



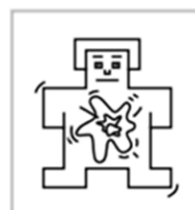
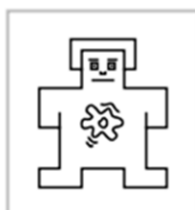
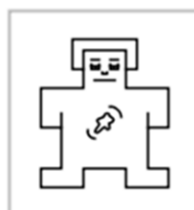
Negative



Positive



Bored



Excited