Questionnaire Form

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<u>Baggage Packing Assistant Application</u>

Question 1: The baggage packing assistant application always kept you informed about what is going on, through appropriate feedback within reasonable time.

☐ **YES** | ☐ **NO** | ☐ **NOT SURE**

Comments:

Question 2: The application used concepts that are familiar to you, rather than system-oriented terms.

☐ **YES** | ☐ **NO** | ☐ **NOT SURE**

Comments:

Question 3: Application followed real-world conventions, making information appear in a natural and logical order.

☐ **YES** | ☐ **NO** | ☐ **NOT SURE**

Comments:

Question 4: You were provided with clearly marked exits in case you choose any wrong application functions by mistake.

☐ **YES** | ☐ **NO** | ☐ **NOT SURE**

Comments:

Question 5: As a user, you did not had to wonder whether different words, situations, or actions meant the same thing.

☐ **YES** | ☐ **NO** | ☐ **NOT SURE**

Comments:

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Question 6: You were presented with a confirmation option before you commit to any action.

☐ **YES**   ☐ **NO**   ☐ **NOT SURE**

Comments:

Question 7: Instructions for use of the application were visible or easily retrievable whenever appropriate.

☐ **YES**   ☐ **NO**   ☐ **NOT SURE**

Comments:

Question 8: Application screens did not contain information which was irrelevant or rarely needed.

☐ **YES**   ☐ **NO**   ☐ **NOT SURE**

Comments:

Question 9: Error messages were expressed in plain language, precisely indicate the problem, and constructively suggesting a solution.

☐ **YES**   ☐ **NO**   ☐ **NOT SURE**

Comments: