Cybersecurity Resource Hub Usability Survey / Page 1

What is your age group? 83 ⓘ

	Count
Under 18	2
18-24	29
25-34	18
35-44	6
45+	28

What is your age group? 83 ⓘ

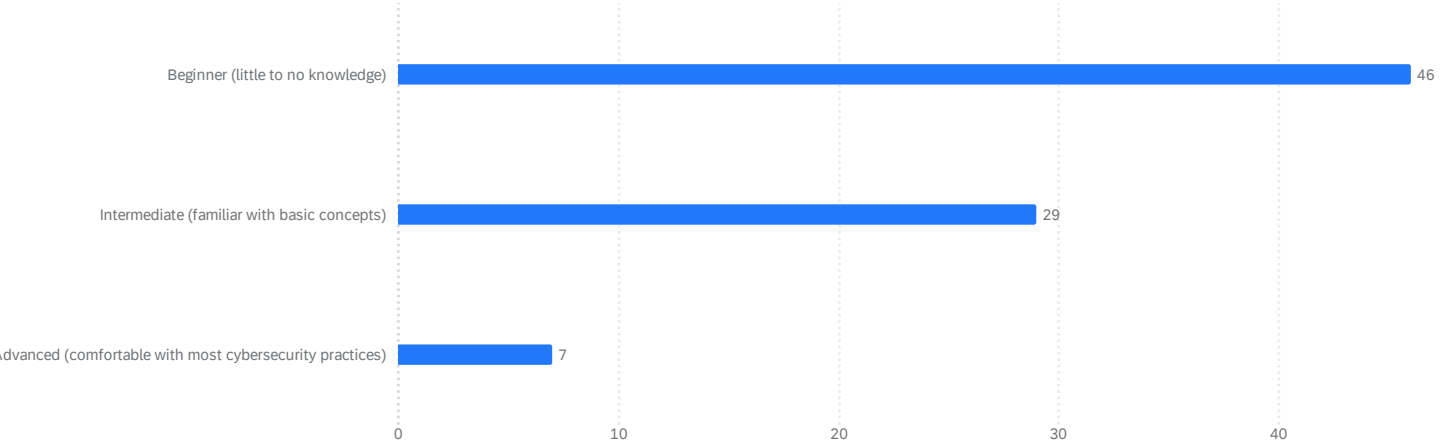| Q1 - What is your age group?	Percentage	Count
Under 18	2%	2
18-24	35%	29
25-34	22%	18
35-44	7%	6
45+	34%	28

What is your age group? 83 ⓘ

What is your age group?	Average	Minimum	Maximum	Count
Under 18	1.00	1.00	1.00	2
18-24	2.00	2.00	2.00	29
25-34	3.00	3.00	3.00	18
35-44	4.00	4.00	4.00	6
45+	5.00	5.00	5.00	28

How would you describe your level of experience with cybersecurity? 82 ⓘ

|	
Beginner (little to no knowledge)	46
Intermediate (familiar with basic concepts)	29
Advanced (comfortable with most cybersecurity practices)	7

(0, 10, 20, 30, 40)

How would you describe your level of experience with cybersecurity? 82 ⓘ

Q2 - How would you describe your level of experience with cybersecurity?	Percentage	Count
Beginner (little to no knowledge)	56%	46
Intermediate (familiar with basic concepts)	35%	29
Advanced (comfortable with most cybersecurity practices)	9%	7

How would you describe your level of experience with cybersecurity? 82 ⓘ

How would you describe your level of experience with cybersecurity?	Average	Minimum	Maximum	Count
Beginner (little to no knowledge)	1.00	1.00	1.00	46
Intermediate (familiar with basic concepts)	2.00	2.00	2.00	29
Advanced (comfortable with most cybersecurity practices)	3.00	3.00	3.00	7

What device are you currently using to access the website? 82 ⓘ

|	
Mobile Phone	68
Tablet	2
Laptop/Desktop	12

(0, 20, 40, 60)
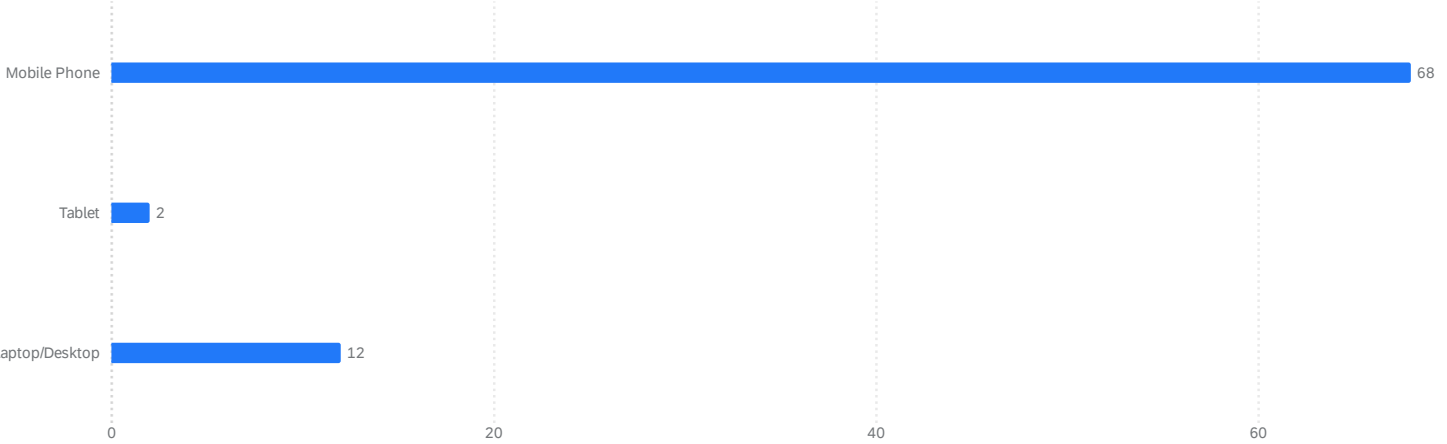
What device are you currently using to access the website? 82 ⓘ

Q3 - What device are you currently using to access the website?	Percentage	Count
Mobile Phone	83%	68
Tablet	2%	2
Laptop/Desktop	15%	12

What device are you currently using to access the website? 82 ⓘ

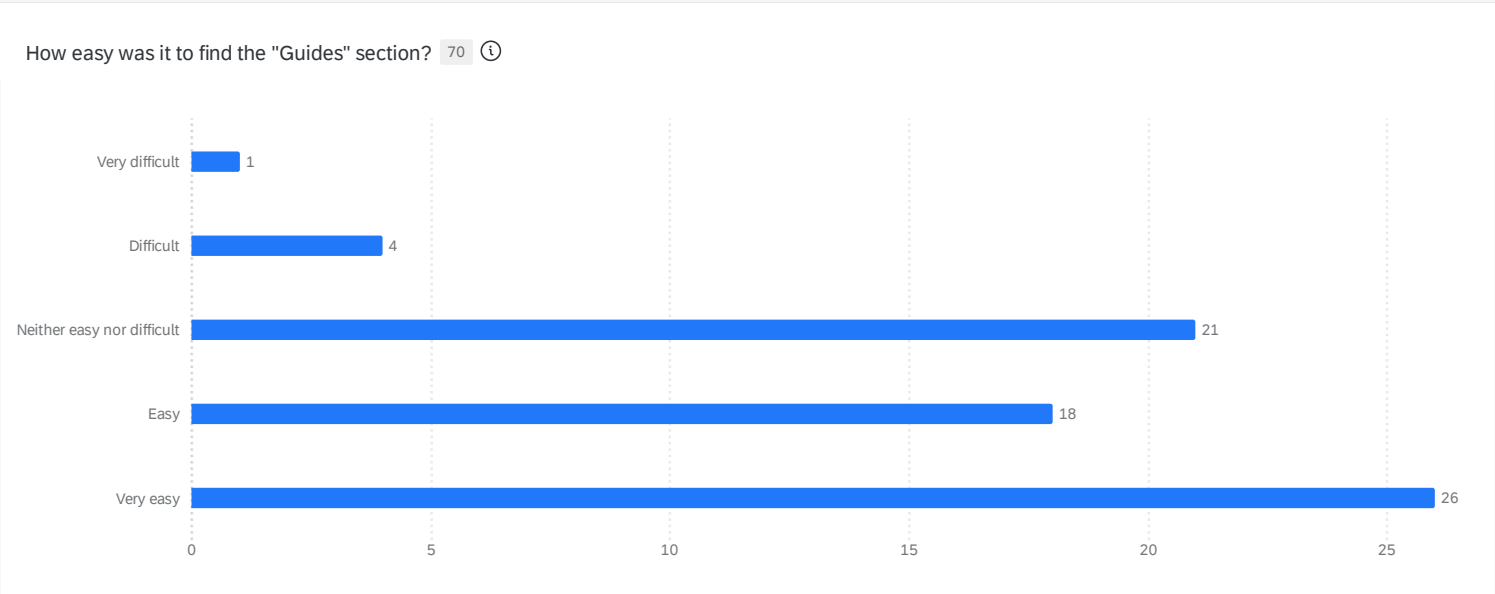| What device are you currently using to access the website?	Average	Minimum	Maximum	Count
Mobile Phone	1.00	1.00	1.00	68
Tablet	2.00	2.00	2.00	2
Laptop/Desktop	3.00	3.00	3.00	12

Do you have any antivirus software installed on your current device? 23 ⓘ
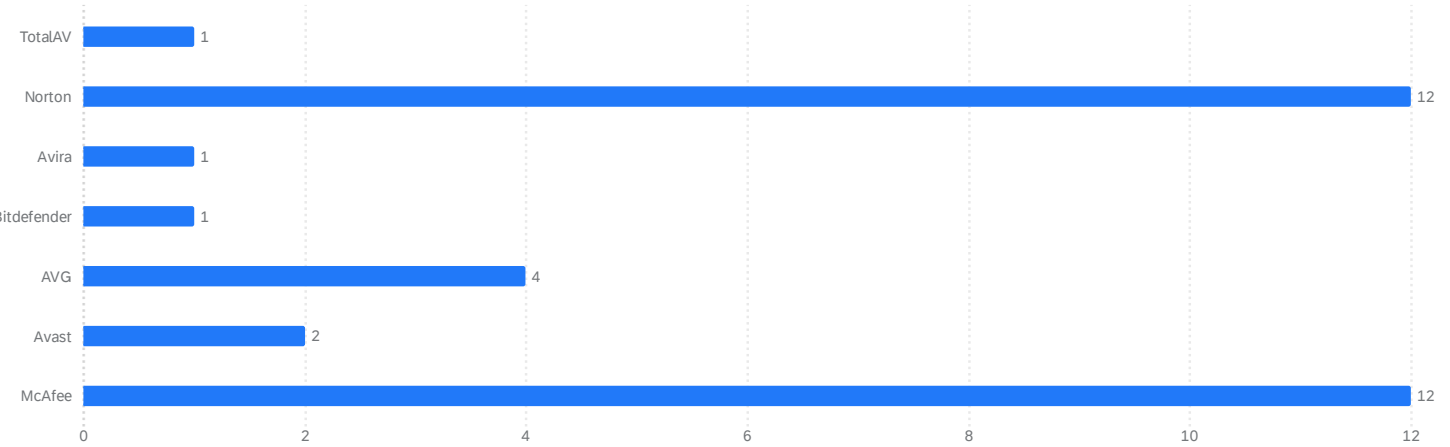
Do you have any antivirus software installed on your current device? 23 ⓘ

Q4 - Do you have any antivirus software installed on your current device?	Percentage	Count
TotalAV	4%	1
Norton	52%	12
Avira	4%	1
Bitdefender	4%	1
AVG	17%	4
Avast	9%	2

Q4 - Do you have any antivirus software installed on your current device?	Percentage	Count
McAfee	52%	12

How easy was it to find the "Guides" section? 70 ⓘ

Very difficult	1
Difficult	4
Neither easy nor difficult	21
Easy	18
Very easy	26

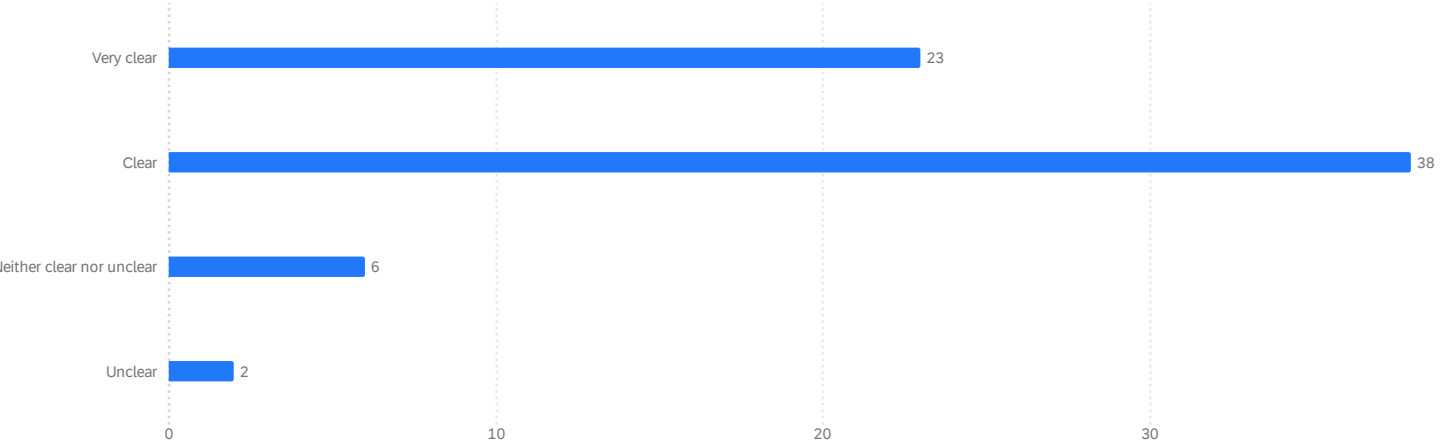## How easy was it to find the "Guides" section? 70 ⓘ

Q5 - How easy was it to find the "Guides" section?	Percentage	Count
Very difficult	1%	1
Difficult	6%	4
Neither easy nor difficult	30%	21
Easy	26%	18
Very easy	37%	26

How easy was it to find the "Guides" section? 70 ⓘ

How easy was it to find the "Guides" section?	Average	Minimum	Maximum	Count
Very difficult	1.00	1.00	1.00	1
Difficult	2.00	2.00	2.00	4
Neither easy nor difficult	3.00	3.00	3.00	21
Easy	4.00	4.00	4.00	18
Very easy	5.00	5.00	5.00	26

How clear was the information provided in the concept you read? `69` ⓘ

	Very clear	23
Clear		38
Neither clear nor unclear	6	
Unclear	2	

Very clear — 23
Clear — 38
Neither clear nor unclear — 6
Unclear — 2

How clear was the information provided in the concept you read? `69` ⓘ

Q6 - How clear was the information provided in the concept you read?	Percentage	Count
Very clear	33%	23
Clear	55%	38
Neither clear nor unclear	9%	6
Unclear	3%	2

How clear was the information provided in the concept you read? `69` ⓘ

How clear was the information provided in the concept you read?	Average	Minimum	Maximum	Count
Very clear	1.00	1.00	1.00	23
Clear	2.00	2.00	2.00	38
Neither clear nor unclear	3.00	3.00	3.00	6
Unclear	4.00	4.00	4.00	2

How easy was it to navigate back to the home page? `69` ⓘ
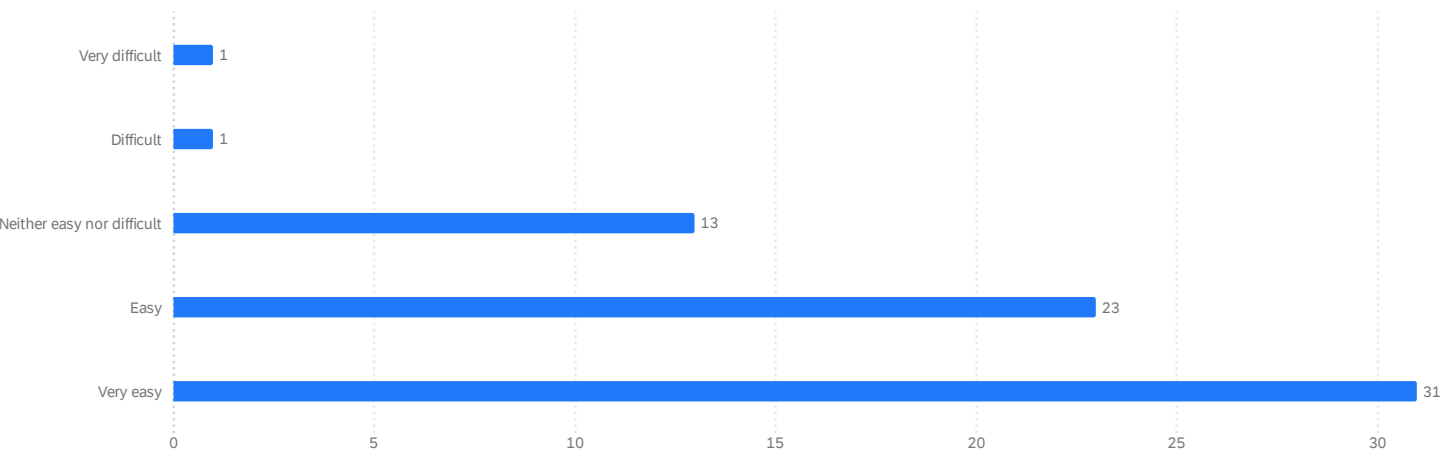
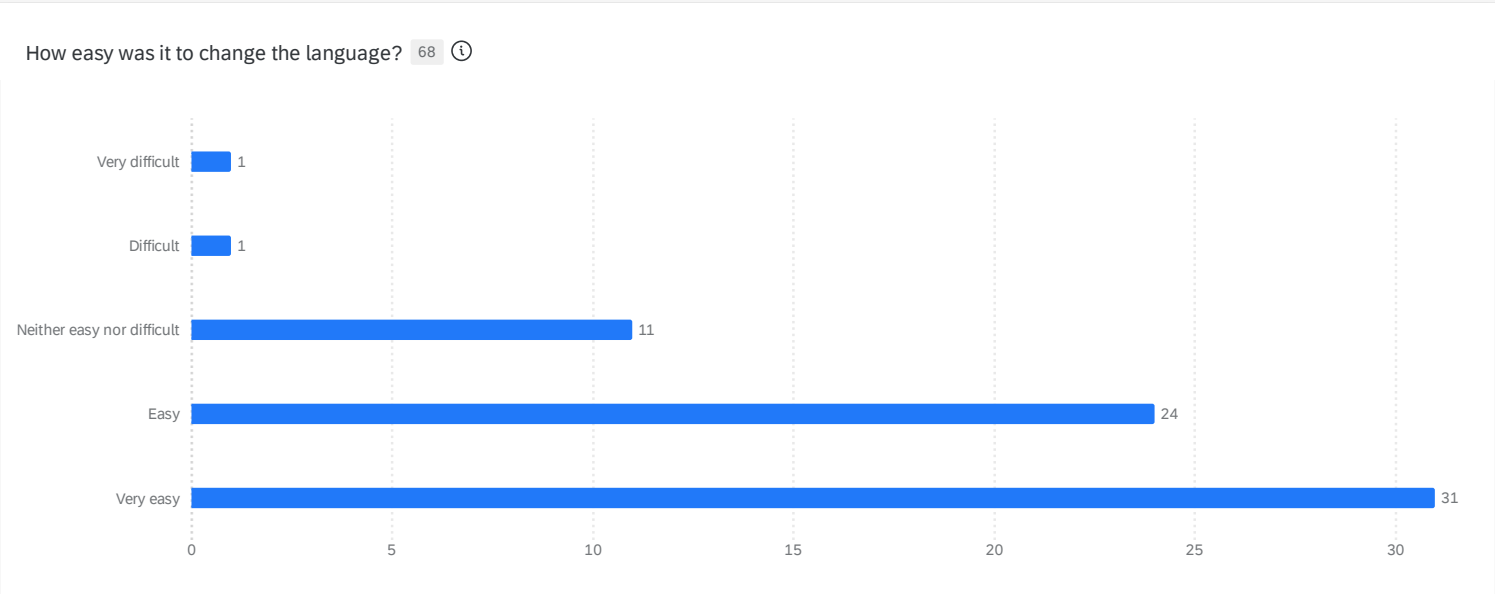## How easy was it to navigate back to the home page? `69` ⓘ

Q7 - How easy was it to navigate back to the home page?	Percentage	Count
Very difficult	1%	1
Difficult	1%	1
Neither easy nor difficult	19%	13
Easy	33%	23
Very easy	45%	31

How easy was it to navigate back to the home page? `69` ⓘ

How easy was it to navigate back to the home page?	Average	Minimum	Maximum	Count
Very difficult	1.00	1.00	1.00	1
Difficult	2.00	2.00	2.00	1
Neither easy nor difficult	3.00	3.00	3.00	13
Easy	4.00	4.00	4.00	23

How easy was it to navigate back to the home page?	Average	Minimum	Maximum	Count
Very easy	5.00	5.00	5.00	31

How easy was it to change the language? 68 ⓘ

How easy was it to change the language? 68 ⓘ

Q8 - How easy was it to change the language?	Percentage	Count
Very difficult	1%	1
Difficult	1%	1
Neither easy nor difficult	16%	11
Easy	35%	24
Very easy	46%	31

How easy was it to change the language? 68 ⓘ

How easy was it to change the language?	Average	Minimum	Maximum	Count
Very difficult	1.00	1.00	1.00	1
Difficult	2.00	2.00	2.00	1
Neither easy nor difficult	3.00	3.00	3.00	11
Easy	4.00	4.00	4.00	24
Very easy	5.00	5.00	5.00	31

Are you fluent in the other language selected? 68 ⓘ

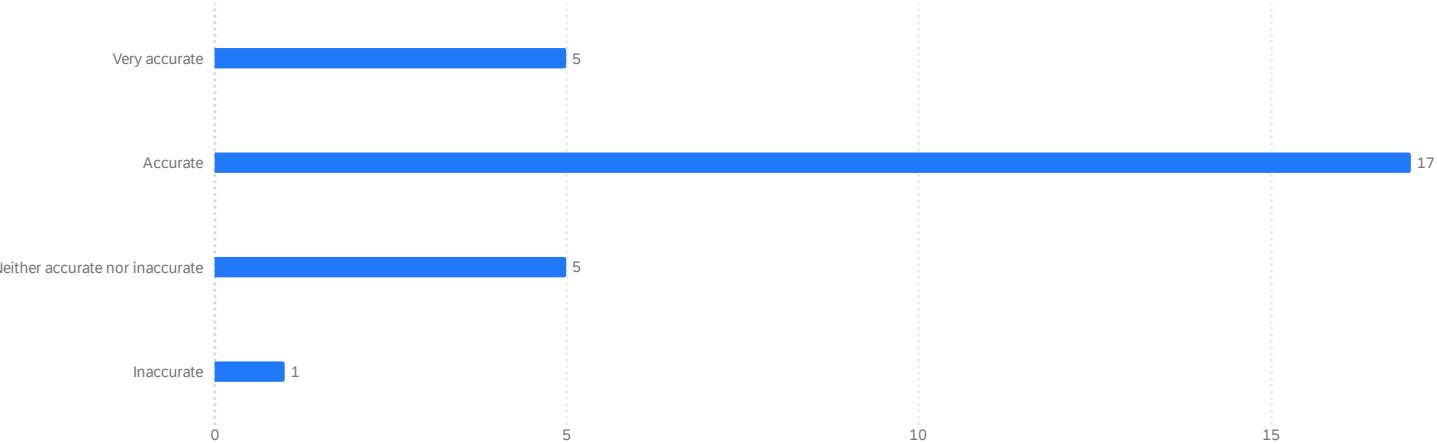|	
No	37
Yes	31

(horizontal axis: 0, 10, 20, 30)
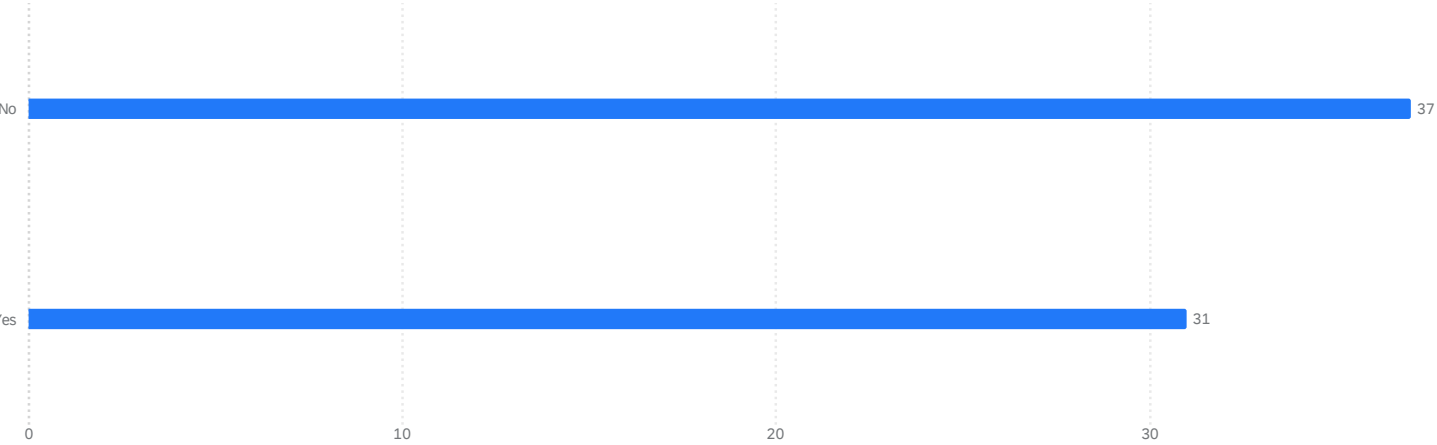
Are you fluent in the other language selected? 68 ⓘ

Q9 - Are you fluent in the other language selected?	Percentage	Count
No	54%	37
Yes	46%	31

Are you fluent in the other language selected? 68 ⓘ

Are you fluent in the other language selected?	Average	Minimum	Maximum	Count
No	3.00	3.00	3.00	37
Yes	4.00	4.00	4.00	31

How accurate is the content in the other language? 28 ⓘ

Very accurate	5
Accurate	17
Neither accurate nor inaccurate	5
Inaccurate	1

(horizontal axis: 0, 5, 10, 15)

## How accurate is the content in the other language? 28 ⓘ

Q9.1 - How accurate is the content in the other language?	Percentage	Count
Very accurate	18%	5
Accurate	61%	17
Neither accurate nor inaccurate	18%	5
Inaccurate	4%	1

How accurate is the content in the other language? 28 ⓘ

How accurate is the content in the other language?	Average	Minimum	Maximum	Count
Very accurate	1.00	1.00	1.00	5
Accurate	2.00	2.00	2.00	17
Neither accurate nor inaccurate	3.00	3.00	3.00	5
Inaccurate	4.00	4.00	4.00	1

Would you prefer additional language options? If yes, which language? 64 ⓘ
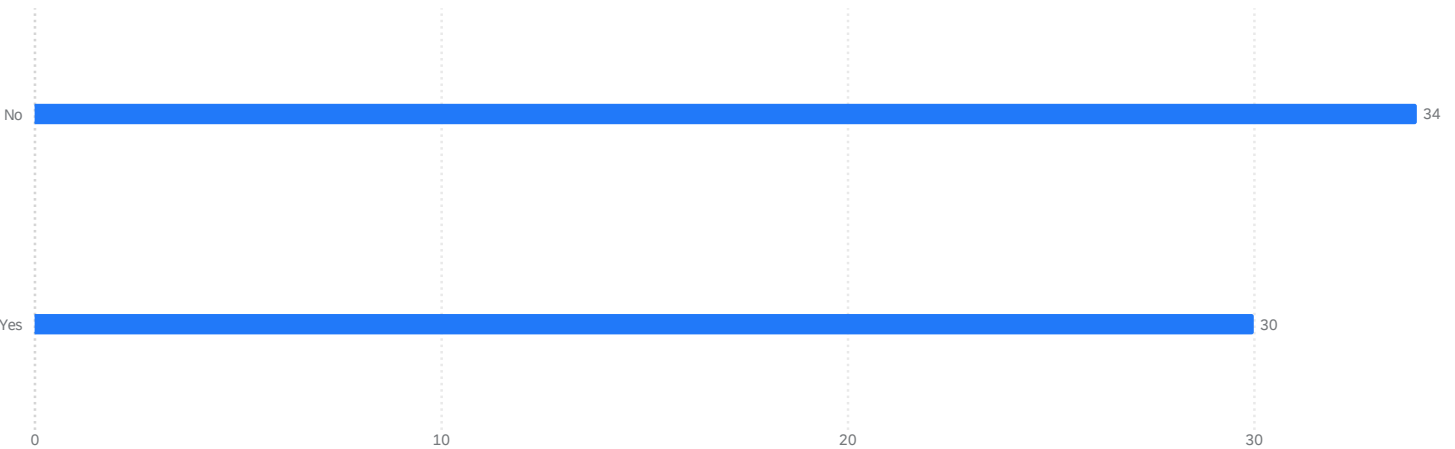
Would you prefer additional language options? If yes, which language? 64 ⓘ

Q10 - Would you prefer additional language options? If yes, which language? - Selected Choice	Percentage	Count
No	53%	34
Yes	47%	30

Would you prefer additional language options? If yes, which language? 64 ⓘ

Would you prefer additional language options? If yes, which language?	Average	Minimum	Maximum	Count
No	3.00	3.00	3.00	34
Yes	4.00	4.00	4.00	30

Would you prefer additional language options? If yes, which language?: Yes 97 ⓘ

Yes

Chinese

Chinese

Chinese

Would you prefer additional language options? If yes, which language?				

Yes

chinese

Spanish

Spanish

Madrine

Chinese, German, Spanish

CHINESE

Yes

Yes

English

Korean

chinese

Yes

Yes

Spanish

Spanish

Spanish

How easy was it to complete the quiz? 61 ⓘ

Very difficult	1
Difficult	1
Neither easy nor difficult	13
Easy	25
Very easy	21
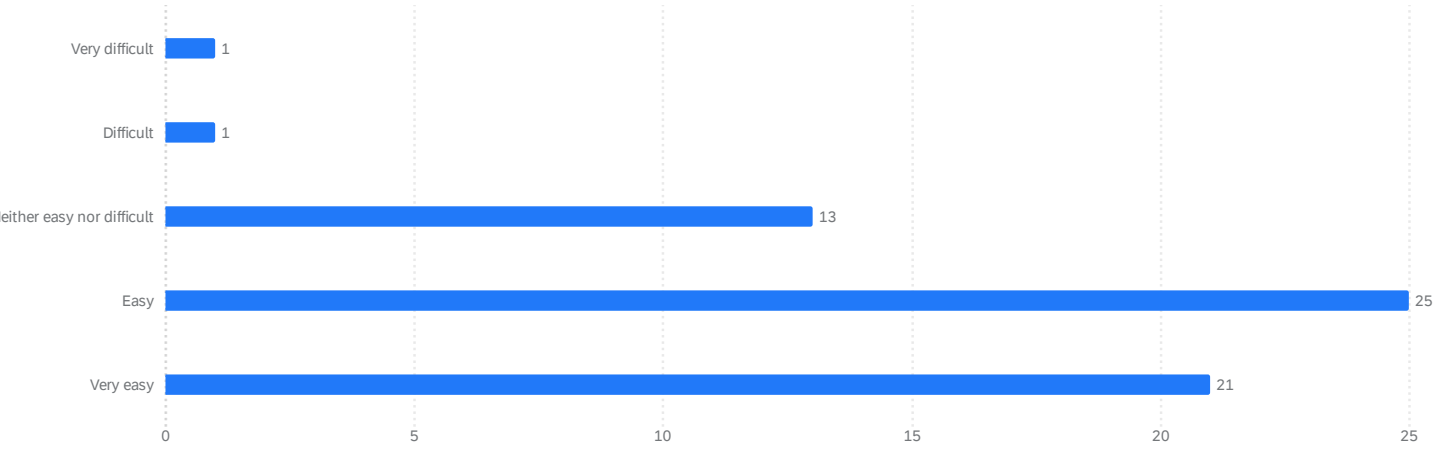
How easy was it to complete the quiz? 61 ⓘ

Q11 - How easy was it to complete the quiz?	Percentage	Count
Very difficult	2%	1
Difficult	2%	1
Neither easy nor difficult	21%	13
Easy	41%	25
Very easy	34%	21

How easy was it to complete the quiz? 61 ⓘ

How easy was it to complete the quiz?	Average	Minimum	Maximum	Count
Very difficult	1.00	1.00	1.00	1
Difficult	2.00	2.00	2.00	1
Neither easy nor difficult	3.00	3.00	3.00	13
Easy	4.00	4.00	4.00	25
Very easy	5.00	5.00	5.00	21

How useful was the quiz summary (final result page)? 61 ⓘ
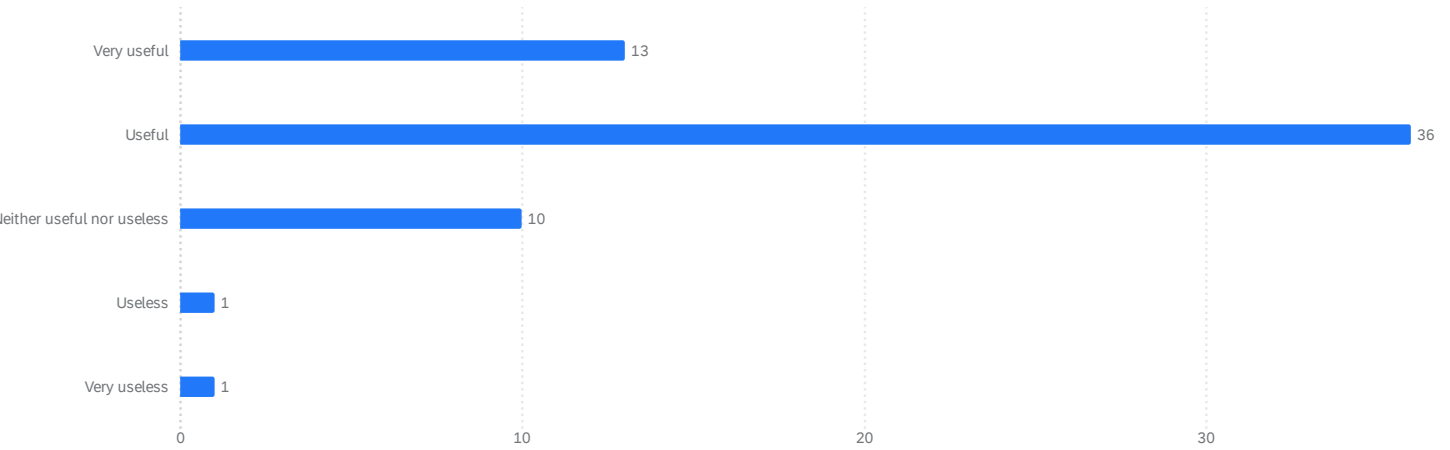
## How useful was the quiz summary (final result page)? 61 ⓘ

Q12 - How useful was the quiz summary (final result page)?	Percentage	Count
Very useful	21%	13
Useful	59%	36
Neither useful nor useless	16%	10

Q12 - How useful was the quiz summary (final result page)?	Percentage	Count
Useless	2%	1
Very useless	2%	1

How useful was the quiz summary (final result page)? 61 ⓘ

How useful was the quiz summary (final result page)?	Average	Minimum	Maximum	Count
Very useful	1.00	1.00	1.00	13
Useful	2.00	2.00	2.00	36
Neither useful nor useless	3.00	3.00	3.00	10
Useless	4.00	4.00	4.00	1
Very useless	5.00	5.00	5.00	1

System Usability Please rate the following statements on a scale of 1 to 5. 1 - Strongly disagree 2 - Disagree 3 - Neither agree nor disagree 4 - Agree 5 - Strongly agree ⓘ
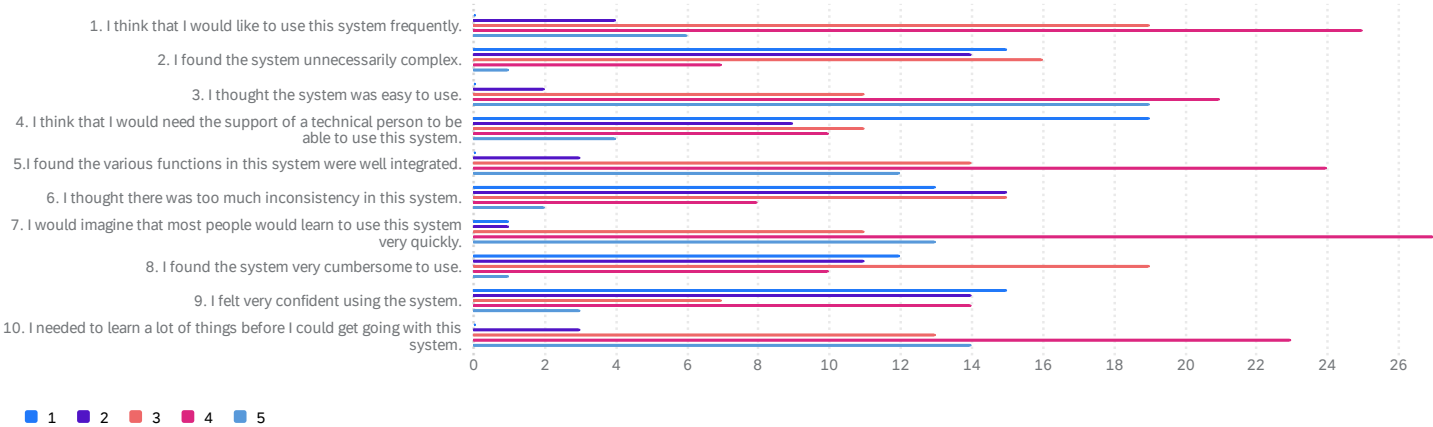
What did you like/dislike about the website? 97 ⓘ

What did you like/dislike about the website?

Like the step by step guide

NIL

the website is easy to navigate

Wasn't navigate and understand

What did you like/dislike about the website?

-

website was easy to navigate

Useful information

N/A

It's clear and convenient

Easy

Nil

It was easy to navigate the menu structure and it is well organised with clear headings and fonts.

What did you like/dislike about the website?

I like how easy it was to use the system and how informative it is with some questions to test yourself too.

Website was clear and easy to navigate through

I like how informative it is. Fairly simple design and not too overwhelming.

easy to use on mobile

No

Nil

NIL

NIL

Nil

What did you like/dislike about the website?

i loved how straightforward and easy it is to use

Nil

clear and easy to use

easy accessibility

Like

The website was extremely easy to use, following all common UI standards.

What did you like/dislike about the website?

Simple and easy to use makes people want to access the website

Nothing

Any comments/suggestions to the website? 97 ⓘ

Any comments/suggestions to the website?

 NIL

-

Simple and easy

-

NA

Good. No comments.

N/A

Any comments/suggestions to the website?

No

No

Nil

Give more informative content as well as adding more graphics such as images to the website for better visual appeal.

Maybe to add more functions like a help sections for users. This would be useful especially for people not use to using the a guide which could be rare but still be helpful in a way.

Additional language options, a more colourful design

Nil

Any comments/suggestions to the website?

-

No

Nil

NIL

NIL

Nil

nil

Carry on with the good work

-

Any comments/suggestions to the website?

would be great if more languages were included

NA

The elderly might have some problems using the website, as they might not be used to these standards.

I.e. the language globe clearly means language to me, but might not be as obvious for someone older, that isn't used to changing languages.

Nothing