

Background Questionnaire

Pre survey

Name *

Yasaswini

How often do you travel by Train?

- ☐ <= 1 a Month
- ☐ > 1 every month
- ☐ < 6 times a year
- ☒ > 6 times a year

Which website do you use for Railways reception

- ☒ IRCTC
- ☐ Make My Trip
- ☐ Use Travel Agent

How comfortable are you in working with the interface in IRCTC?

- | | | | | | | |
|-------------------------|-----------------------|-----------------------|----------------------------------|-----------------------|-----------------------|------------------|
| | 1 | 2 | 3 | 4 | 5 | |
| Extremely uncomfortable | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | Very comfortable |

How easily can you find the menu options you need in IRCTC?

1 2 3 4 5

Extremely uncomfortable

☐☐☒☐☐

Very comfortable

How would you rate the entire ticket booking experience in IRCTC?

1 2 3 4 5

Cracking Calculus III

☐☐☒☐☐

Like a breeze

This form was created inside of Arizona State University.

Google Forms