

# Background Questionnaire

Pre survey

Name \*

Gopi

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 checked="" type="radio"/> | <input 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

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This form was created inside of Arizona State University.

Google Forms