

Appendix C: Post-task questionnaire (Hotmail test)

Scenario 1 Questionnaire: *Signing Up to Hotmail and “Looking Around”*

1. Rate how easy or difficult it was to sign up for Hotmail.

Very difficult Moderately difficult Neither easy nor difficult Moderately easy Very easy

[] [] [] [] []

2. Was Hotmail's wording clear (easy to understand)?

Very unclear Moderately unclear Some clear/some unclear Moderately clear Very clear

[] [] [] [] []

3. What was MOST DIFFICULT to do or understand? (If you need more room, write on the back of this page.)

4. What was EASIEST to do or understand? (If you need more room, write on the back of this page.)

5. When you were exploring the Hotmail site, what items, features, or ads did you look at? What were your observations about what you saw? (If you need more room, write on the back of this page.)

- Optional: Please add any additional comments. (If you need more room, write on the back of this page.)

Scenario 2 Questionnaire: *Checking for New Messages, Writing a Message, Replying to a Message*

1. How many new messages did you have when you first signed into Hotmail?

2. Rate how easy or difficult it was to determine if you had new messages when you first signed into Hotmail.

Very difficult	Moderately difficult	Neither easy nor difficult	Moderately easy	Very easy
[]	[]	[]	[]	[]

3. Rate how easy or difficult it was to write and send messages in Hotmail.

Very difficult	Moderately difficult	Neither easy nor difficult	Moderately easy	Very easy
[]	[]	[]	[]	[]

4. Rate how easy or difficult it was to notice you had received a *new* message *during* your Hotmail session.

Very difficult	Moderately difficult	Neither easy nor difficult	Moderately easy	Very easy
[]	[]	[]	[]	[]

5. Rate how easy or difficult it was to respond to a message in Hotmail.

Very difficult	Moderately difficult	Neither easy nor difficult	Moderately easy	Very easy
[]	[]	[]	[]	[]

6. Was Hotmail's wording clear (easy to understand)?

Very unclear	Moderately unclear	Some clear/some unclear	Moderately clear	Very clear
[]	[]	[]	[]	[]

7. What was MOST DIFFICULT to do or understand? (If you need more room, write on the back of this page.)

8. What was EASIEST to do or understand? (If you need more room, write on the back of this page.)

9. Optional: Please add any additional comments. (If you need more room, write on the back of this page.)

Scenario 3 Questionnaire: *Attaching Files, Storing Messages, Storing Addresses*

1. Rate how easy or difficult it was to attach a file to an email message.

Very difficult	Moderately difficult	Neither easy nor difficult	Moderately easy	Very easy
[]	[]	[]	[]	[]

2. Rate how easy or difficult it was to create folders to store messages in Hotmail.

Very difficult	Moderately difficult	Neither easy nor difficult	Moderately easy	Very easy
[]	[]	[]	[]	[]

3. Rate how easy or difficult it was to create a place to store an email address (create an Address Book).

Very difficult	Moderately difficult	Neither easy nor difficult	Moderately easy	Very easy
[]	[]	[]	[]	[]

4. Rate how easy or difficult it was to add a new address to the address book.

Very difficult	Moderately difficult	Neither easy nor difficult	Moderately easy	Very easy
[]	[]	[]	[]	[]

5. Was Hotmail's wording clear (easy to understand)?

Very unclear	Moderately unclear	Some clear/some unclear	Moderately clear	Very clear
[]	[]	[]	[]	[]

6. What was MOST DIFFICULT to do or understand? (If you need more room, write on the back of this page.)

7. What was EASIEST to do or understand?

8. Optional: Please add any additional comments.

Scenario 4 Questionnaire: *Deleting Messages, Signing Off from Hotmail*

1. Rate how easy or difficult it was to erase messages in Hotmail.

Very difficult	Moderately difficult	Neither easy nor difficult	Moderately easy	Very easy
[]	[]	[]	[]	[]

2. Rate how easy or difficult it was to sign off from Hotmail.

Very difficult	Moderately difficult	Neither easy nor difficult	Moderately easy	Very easy
[]	[]	[]	[]	[]

3. Was Hotmail's wording clear (easy to understand)?

Very unclear	Moderately unclear	Some clear/some unclear	Moderately clear	Very clear
[]	[]	[]	[]	[]

4. What was MOST DIFFICULT to do or understand? (If you need more room, write on the back of this page.)

5. What was EASIEST to do or understand? (If you need more room, write on the back of this page.)

6. Optional: Please add any additional comments. (If you need more room, write on the back of this page.)
