**Satisfaction Survey**

Thank you for your responses. We would now like you to answer a few questions on your experience taking this survey.

1) Overall, how would you rate this survey in terms of your overall experience? *Consider factors such as the wording of the questions and answers, your ability to understand the questions and answers, and your ability to remember the scenarios.*

Excellent  
Good  
Fair  
Poor

2) Compared to other online surveys you have taken, how would you rate this survey?

Excellent  
Good  
Fair  
Poor   
Never taken another online survey

3) In general, were the questions easy or difficult to understand? *Only consider your impressions before you received help, if any help was received.*

Always easy  
Usually easy  
Sometimes easy; Sometimes difficult  
Usually difficult  
Always difficult

4) In general, was it easy or difficult to decide on an answer?

Always easy  
Usually easy  
Sometimes easy; Sometimes difficult  
Usually difficult  
Always difficult

During this survey, you could either request help by clicking the “Help” link or it may have been provided to you automatically.

5) Did you receive any Help during your session?

Yes, although I did not request it, I received help automatically  
Yes, I requested and received help using the “Help” link  
Yes, I both received help that I did not request and also requested and received help.   
No, I did not receive any help

*If answer 1or 3 to question 5, then ask questions 6-9*

For questions on which you did not request help, but received it automatically,

6) Overall, what did you think of the help you received even though you did not request it?

Very helpful  
Somewhat helpful  
Sometimes helpful; Sometimes unhelpful  
Somewhat unhelpful  
Very unhelpful

7) Overall, what was your reaction to the help that you received, even though you did not request it?

Very satisfying  
Somewhat satisfying  
Somewhat satisfying; Somewhat frustrating  
Somewhat frustrating  
Very frustrating

8) When you received help automatically, did you *read/listen* to the entire message?

Always  
Usually  
Sometimes  
Rarely  
Never

9) Would you say the help provided made the questions easier or more difficult to answer?

Always easier  
Usually easier  
Sometimes easier; sometimes more difficult  
Usually more difficult  
Always more difficult

*If answer 2 or 3 to question 5, then ask questions 10-11*

For questions on which you requested help,

10) When you requested help, did you read/listen to the entire message?

Always  
Usually  
Sometimes  
Rarely  
Never

11) Would you say the help provided made the questions easier or more difficult to answer?

Always easier  
Usually easier  
Sometimes easier; Sometimes more difficult  
Usually more difficult  
Always more difficult

*If answer 1-3 to question 5, then ask questions 12-14*

12) If you took this survey again, how would you prefer to receive Help?

In a text box   
In an audio recording that you can pause, stop, or replay   
In a real-time, text entry chat with a live agent   
Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

13) Now eliminating the <treatment received> format, how would you prefer to receive help? (*exclude the option that matches their treatment*)

In a text box   
In an audio recording that you can pause, stop, or replay   
In a real-time, text entry chat with a live agent   
Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

14) Which statement comes closer to your view:

When taking surveys, I want to be offered help automatically so it’s there if I need it.

When taking surveys, I will ask for help if I want it.