

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 1 or 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.