

NIST Usability of Biometric System Task Evaluation Questionnaire

1. How comfortable were you with the interaction with the < *selected biometric modality* > device?

1	2	3	4	5
Uncomfortable	Somewhat Uncomfortable	Somewhat comfortable	Comfortable	Very comfortable

2. How did the time it took to have your < *selected biometric modality* > recorded compare with what you expected?

1	2	3	4	5
Much more than expected	A little more than expected	About the same as expected	A little less than expected	A lot less than expected

3. How would you rate the difficulty in positioning yourself so that your < *selected biometric modality* > could be recorded?

1	2	3	4	5
Not Difficult	Somewhat Difficult	Difficult	Fairly Difficult	Very Difficult

4. The instructions provided were effective in helping me complete the < *selected biometric modality* > capture process.

1	2	3	4	5
Ineffective	Somewhat effective	Effective	Very effective	Completely effective

5. The instructions provided clearly described the < *selected biometric modality* > process.

1	2	3	4	5
Unclear	Somewhat clear	Clear	Very clear	Intuitive

6. The instructions provided were confusing.

1	2	3	4	5
Not Confusing	Somewhat confusing	Confusing	Fairly confusing	Very confusing

7. The order of the < selected biometric modality > capture was clear.

1	2	3	4	5
Unclear	Somewhat clear	Clear	Very clear	Intuitive

8. It was clear how to position yourself for the s< selected biometric modality >.

1	2	3	4	5
Unclear	Somewhat clear	Clear	Very clear	Intuitive

9. It was clear when the < selected biometric modality > image had been taken.

1	2	3	4	5
Unclear	Somewhat clear	Clear	Very clear	Intuitive

10. It was clear when the < selected biometric modality > process began.

1	2	3	4	5
Unclear	Somewhat clear	Clear	Very clear	Intuitive

11. It was clear when the < selected biometric modality > process ended.

1	2	3	4	5
Unclear	Somewhat clear	Clear	Very clear	Intuitive

12. How confident are you that you completed the < selected biometric modality > task as intended?

1	2	3	4	5
Not confident	Somewhat confident	Confident	Very confident	Certain

13. Would you do anything differently the next time?

14. What was the most confusing part of the process?

15. What would be the most helpful format for the instructions? (order from 1 to 5 where one is the most helpful and 5 is the least helpful)

- Pamphlet**
- Poster**
- Video**
- Live Demo**
- Other (specify)**

16. Do you have any additional comments on the <selected biometric modality > process?

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