

OMB Control Number: 0651-0080

Expiration Date: 9/30/2021

Q1: Approximately how often do use the Certified Copy Center?

- Everyday
- A few times a week
- A few times a month
- Once a month
- Less than once a month
- Never, this is my first time using the Certified Copy Center

### Instructions and information

Please fill out the following questionnaire. The questionnaire consists of pairs of contrasting phrases that may apply to the product. The circles between the attributes represent degrees between the opposite phrases. You can express your agreement with the phrases by selecting the circle that most closely reflects your impression.

Decide as spontaneously as possible which of the following conflicting phrases better describes the Certified Copy Center.

Sometimes you may not be completely sure about your agreement with a particular attribute or you may find that the attribute does not apply completely to the particular product. Nevertheless, please select an option for each line. There is no "right" or "wrong" answer. Only your personal opinion counts!

Q2 – Q27

annoying	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	enjoyable
			<input type="radio"/>				
not understandable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	understandable
			<input type="radio"/>				
creative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	dull
			<input type="radio"/>				
easy to learn	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	difficult to learn
			<input type="radio"/>				
valuable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	inferior
			<input type="radio"/>				



			<input type="radio"/>				
impractical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	practical
			<input type="radio"/>				
organized	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	cluttered
			<input type="radio"/>				
attractive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	unattractive
			<input type="radio"/>				
friendly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	unfriendly
			<input type="radio"/>				
conservative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	innovative
			<input type="radio"/>				

Q28: Please provide any additional feedback on the Certified Copy Center in the space below (optional)