

## Feedback Questionnaire

Please rate your satisfaction with these aspects of the security application Enigmail you have just finished working with, by circling the most appropriate number.

- |   |  |
|---|--|
| 1. Installing Enigmail was easy.  | Very easy 3 <u>(2)</u> 1 0 1 2 3 Very hard                 |
| 2. The Key Wizard was useful.   | Very useful 3 2 <u>(1)</u> 0 1 2 3 Not useful              |
| 3. It is easy to find help/tutorials.                                   | Very easy 3 2 1 0 <u>(1)</u> 2 3 Very hard                 |
| 4. The quality of documentation.  | Very good 3 2 1 <u>(0)</u> 1 2 3 Very poor                 |
| 5. Appearance of Enigmail.  | Very good 3 <u>(2)</u> 1 0 1 2 3 Very poor                 |
| 6. Consistency of terminology.  | Very consistent 3 2 1 0 <u>(1)</u> 2 3 Very inconsistent   |
| 7. How important is it to you to understand how exactly Enigmail works? | Very important <u>(3)</u> 2 1 0 1 2 3 Not a bit            |
| 8. Enigmail cares about my satisfaction as a user.                      | Yes, very much. 3 2 1 <u>(0)</u> 1 2 3 No, not at all.     |
| 9. How relevant are the features Enigmail provides to you?              | Very relevant. 3 2 <u>(1)</u> 0 1 2 3 Not relevant at all. |
| 10. Overall impression of Enigmail.                                     | Very good 3 <u>(2)</u> 1 0 1 2 3 Very bad                  |
| 11. How likely are you to use this application later?                   | Definitely 3 2 <u>(1)</u> 0 1 2 3 Never                    |