

Date: \_\_\_\_\_ Time: \_\_\_\_\_ Test No.: \_\_\_\_\_ User No.: TP4

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