

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.

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