Short version of DIGNITY questionnaire (DRAFT) v3

Important note: This document was written by the researchers on the [DIGNITY](#) project, after the project finished. It represents their judgement regarding the essential questions that should be kept for a shortened version of the questionnaire. However, this proposed questionnaire has not been formally reviewed, piloted or previously administered, and is offered in DRAFT format 'as is'.

This survey is intended to be administered as part of other user research that is already taking place, like user trials, interviews or focus groups. The purpose is to gather an understanding of the participants' technology access, use and attitudes. The survey also includes questions on travel limitations, and limitations in daily activities. See the inclusive design toolkit's [page about survey data](#) for more information.

Administering this questionnaire can help to understand how the variance of these factors within your known users compares to the variance of these factors in the wider population. Help on this comparison can be offered as part of the consultancy services of the University of Cambridge, Engineering Design Centre. Please contact edc-inclusivedesign@eng.cam.ac.uk to find out more about this.

Section 1. Technology access and use

In the last 3 months, how often (on average) have you used a **computer**? Please include use in any location (home, work or any other place).
- ☐ Every day or almost every day
- ☐ At least once a week
- ☐ Less than once a week but at least once in the last 3 months
- ☐ I last did this more than 3 months ago
- ☐ I have never done this

- ☐ Don't know
- ☐ Prefer not to answer

In the last 3 months, how often (on average) have you used the **internet**? Please include use in any location (home, work or any other place), and on any device.
- ☐ Every day or almost every day
- ☐ At least once a week
- ☐ Less than once a week but at least once in the last 3 months
- ☐ I last did this more than 3 months ago
- ☐ I have never done this

- ☐ Don't know
- ☐ Prefer not to answer

Do you own a **smartphone**? A smartphone is a mobile phone with a touchscreen that can access the Internet and run downloaded programmes (apps).
- ☐ Yes
- ☐ No

- ☐ Don't know
- ☐ Prefer not to answer

In the last 3 months, how often (on average) have you used a **smartphone.** By this I mean a mobile phone with a touchscreen that can access the Internet and run downloaded programmes (apps).
- ☐ Every day or almost every day
- ☐ At least once a week
- ☐ Less than once a week but at least once in the last 3 months
- ☐ I last did this more than 3 months ago
- ☐ I have never used a smart phone

- ☐ I Don't know how often I use my smart phone
- ☐ I am not sure if I have ever used a smartphone
- ☐ Prefer not to answer

In the last 3 months, how often (on average) have you used a **smartphone to access the internet**? Please include the use of apps that use the internet (e.g. Facebook, e-mail) as well as internet browsers.

- ☐ Every day or almost every day
- ☐ At least once a week
- ☐ Less than once a week but at least once in the last 3 months
- ☐ I last did this more than 3 months ago
- ☐ I have never done this

- ☐ Don't know
- ☐ Prefer not to answer

In the last 3 months, how often (on average) have you used a **mobile phone that is not a smartphone**?

- ☐ Every day or almost every day
- ☐ At least once a week
- ☐ Less than once a week but at least once in the last 3 months
- ☐ I last did this more than 3 months ago
- ☐ I have never done this
- ☐ Don't know

Section 2. Technology for public transport (optional, if public transport is relevant for the project)

We would like to know how confident you are in doing certain activities. For the following questions, please rate how confident you are that you have the capability to do the tasks alone and unaided.

Only ask if computer usage is 'I last did this more than three months ago', 'at least once a month', 'at least once a week', or 'every day'

Using a computer, how confident are you that you can successfully plan an unfamiliar, local public transport journey?

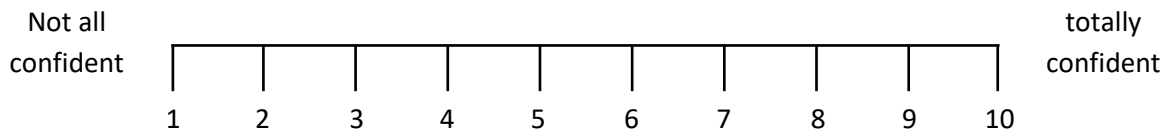Not all confident | 1   2   3   4   5   6   7   8   9   10 | totally confident
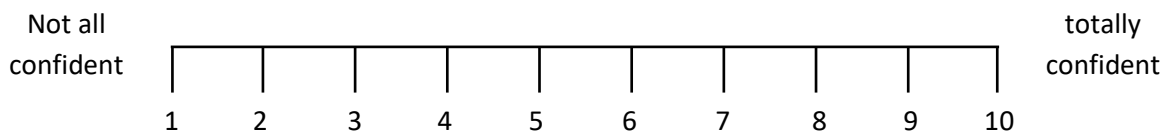
Only ask if smart phone usage is 'I last did this more than three months ago', 'at least once a month', 'at least once a week', or 'every day'

Using your smartphone, how confident are you that you can successfully plan an unfamiliar, local public transport journey?

Not all confident | 1   2   3   4   5   6   7   8   9   10 | totally confident

Thinking about your regular travel within this region: to what extent do you feel limited in your travel by the following aspects? In this question, we define "limited" as wanting to travel more but feeling unable to.

	Not at all limited	Slightly limited	Very limited
The cost of the travel			
Limited availability of transport services (e.g. bus, trains or shared vehicles)			
Limited availability of infrastructure (e.g. bus stops or bike lanes)			
Concerns about the safety of the transport services			
Difficulty using the available transport due to special needs or disabilities			
Difficulty planning travel before a trip because digital skills are required to do so (e.g. to look up information or buy a ticket)			
Difficulty during trips because digital skills are needed to use the transport (e.g. to unlock a rented bike or show a digital ticket)			

Section 3. General computer and mobile device activities

We would now like to know, more generally, about the kinds of activities you have carried out on computers and mobile devices.

<mark>Translation note: Examples of technology (e.g. Citymapper, Snapchat) may vary between countries. However, Facebook, Twitter and Instagram stay in the same in all countries</mark>

In the last **3 months**, which of the following activities have you carried out for personal use? Please include doing them on any device (e.g. computer, tablet or smartphone). Tick all that apply.

- ☐ Sending and/or receiving emails
- ☐ Making video or voice calls over the internet (e.g. Skype, FaceTime)
- ☐ Using Facebook
- ☐ Using Twitter
- ☐ Using Instagram
- ☐ Other social networking (e.g. Snapchat, LinkedIn)
- ☐ Reading online news sites, newspapers or news magazines
- ☐ Searching for information on the internet
- ☐ Finding information about goods or services on the internet
- ☐ Buying or ordering goods or services on the internet (This could be via an internet browser or on an app)
- ☐ Internet banking
- ☐ Booking travel on the internet, e.g. tickets or accommodation
- ☐ Using a mapping application, e.g. Google maps, Citymapper
- ☐ Using other internet services related to travel
- ☐ None
- ☐ Don't know

Thinking about the last **12 months** (note the longer time period), which of the following activities have you carried out? Include **both** personal and work use. Tick all that apply.

- ☐ Copying or moving a file or folder on a computer or mobile device
- ☐ Transferring files between computers and other devices such as a camera or smartphone
- ☐ Installing software or applications on a computer
- ☐ Installing an app on a **tablet** or **smartphone**
- ☐ Changing the settings of any software, including apps (e.g. changing the standard font size, or changing your home location on a mapping app)
- ☐ Using word-processing software (e.g. Microsoft Word)
- ☐ Using software to edit photos, videos or audio files
- ☐ Writing computer code using a programming language
- ☐ None
- ☐ Don't know

Section 4. Attitudes towards technology

In the following set of questions, we will ask you about your interaction with technical systems. The term "technical systems" refers to apps and other software applications, as well as entire digital devices (e.g., smartphone, mobile phone, computer, TV, car navigation system).

Please indicate the degree to which you agree/disagree with the following statements.	a. completely disagree	b. largely disagree	c. slightly disagree	d. slightly agree	e. largely agree	f. completely agree
1. I like to occupy myself in greater detail with technical systems.						
2. I like to try out the functions of new technical systems.						
3. I predominately deal with technical systems because I have to.						
4. When I have a new technical system in front of me, I try it out intensively.						
5. I enjoy spending time becoming acquainted with a new technical system.						
6. It is enough for me that a technical system works; I don't care how or why.						
7. I try to understand how a technical system exactly works.						
8. It is enough for me to know the basic functions of a technical system.						
9. I try to make full use of the capabilities of a technical system.						

As before, here are some statements about your interaction with technical systems. Just to remind you, by "technical systems" we mean apps, software and digital devices. Please indicate the degree to which you agree or disagree with each statement.

Please indicate the degree to which you agree/disagree with the following statements.	a. completely disagree	b. largely disagree	c. slightly disagree	d. slightly agree	e. largely agree	f. completely agree
1. When I'm not sure what to do next on a technical system, I try out different things until something works.						
2. I am uneasy about tapping or clicking on things that I don't recognise in case something goes wrong.						
3. If I tap on the screen or press a button and something happens that wasn't what I expected, I can usually sort it out by myself.						

Section 5. Capabilities

In this section, we will ask you about your capabilities, e.g. your vision, dexterity and memory.

Now there are a few questions about how much your capabilities affect your daily life. We're asking this because these affect how people interact with technology. You can decline to answer any or all of these questions if you wish, without giving a reason.

In these questions, we're interested in your real-life experience e.g. while using any glasses or other aids you normally use.

1. To what extent, if at all, are you limited in your daily activities because of ......

   Interviewer note: show the possible options to the participant on a show card, and ask the participant to answer using the appropriate letter code "a / b / c / d", rather than 'not at all limited / somewhat limited' etc.

	a) Not at all limited	b) Somewhat limited	c) Very limited	d) Don't know	e) Prefer not to answer
a. your **eyesight**					
b. your **hearing**					
c. any problems with your **hands**					
d. any problems with your **mobility**					
e. any problems with **reaching your arms above your head or out to the sides**					
f. any difficulties with your **memory or concentration**					

Section 6. Demographics

Please give your age (in years):

- ☐ It is: _____
- ☐ Prefer not to answer

What best describes your gender?
- ☐ Female
- ☐ Male
- ☐ Prefer to self-describe
- ☐ Prefer not to answer

Which of the following descriptions best reflects your household’s current financial situation?

- ☐ Living comfortably with current income
- ☐ Managing to get by on current income
- ☐ Finding it difficult to get by on current income
- ☐ Finding it very difficult to get by on current income

- ☐ Don't know
- ☐ Prefer not to answer

[Optional question if relevant to the project] What type of area do you live in?
- ☐ Urban
- ☐ Rural

- ☐ Don't know
- ☐ Prefer not to answer

[Optional question if relevant to the project] Are you a [INSERT RELEVANT COUNTRY] citizen?

- ☐ Yes
- ☐ No

- ☐ Don't know
- ☐ Prefer not to answer