

# User Burden Scale

1) What is your name (first and last)? \_\_\_\_\_

2) What is the name of the implementation strategy or process you are responding about?

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Select the number which most accurately reflects your feeling about the implementation strategy in question.

## Response scale

### Response Type 1 (Frequency/Occurrence):

- 0 = Never;
- 1 = A little bit of the time;
- 2 = Sometimes;
- 3 = Very often;
- 4 = All of the time

### Response Type 2 (Degree/Magnitude):

- 0 = Not at all;
- 1 = A little bit;
- 2 = Somewhat;
- 3 = Very much;
- 4 = Extremely

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|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
|  | <b>0</b>              | <b>1</b>              | <b>2</b>              | <b>3</b>              | <b>4</b>              |
| 4) I need assistance from another person to use [x]. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

- 5) [x] demands too much mental effort.
- 6) It takes too long for me to do what I want to do with [x].
- 7) [x] is hard to learn.
- 8) I get frustrated when using [x].
- 9) Information, such as visual cues or sounds, from [x] is hard to understand.
- 10) The value of [x] is not worth the cost to me.
- 11) Using [x] too much creates physical discomfort.
- 12) [x] has made me feel physical pain.
- 13) [x] is not appropriate for my cultural background.
- 14) I don't want others to know that I use [x].
- 15) Use of [x] is too physically demanding.
- 16) I spend too much time using [x].
- 17) I use [x] more often than I should.
- 18) [x] distracts me from social situations .
- 19) Using [x] has a negative effect on my social life.
- 20) [x] requires me to remember too much information.
- 21) [x] presents too much information at once.
- 22) Using [x] makes me feel like a bad person.
- 23) I feel guilty when I use [x].
- 24) [x] forces me to make changes to how I normally use digital technologies.
- 25) I am worried about what information gets shared by [x].
- 26) [x]'s policies about privacy are not trustworthy.
- 27) [x] requires me to do a lot to maintain my privacy within it.
- 28) [x] is too expensive.
- 29) The upfront cost to using [x] is too high.