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?

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

<table>
<thead>
<tr>
<th>Response scale</th>
<th>Response Type 1 (Frequency/Occurrence):</th>
<th>Response Type 2 (Degree/Magnitude):</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0 = Never;</td>
<td>0 = Not at all;</td>
</tr>
<tr>
<td></td>
<td>1 = A little bit of the time;</td>
<td>1 = A little bit;</td>
</tr>
<tr>
<td></td>
<td>2 = Sometimes;</td>
<td>2 = Somewhat;</td>
</tr>
<tr>
<td></td>
<td>3 = Very often;</td>
<td>3 = Very much;</td>
</tr>
<tr>
<td></td>
<td>4 = All of the time</td>
<td>4 = Extremely</td>
</tr>
</tbody>
</table>

4) I need assistance from another person to use [x].

0 1 2 3 4
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.