User experience questionnaire 2: Eustress Toolbox service

This questionnaire concerns the usage of the Eustress Toolbox service (later “service”). Responding to the questionnaires takes about 15 minutes.

The responses will be analyzed in a way that the identity of a respondent is not revealed.

Please respond to all questions. Thank you for your response!

1. **How often have you used the service? Select the closest option.**
   - ( ) Daily
   - ( ) Several times a week
   - ( ) Once a week
   - ( ) Less often

2. **When did you typically use the service? You can select more than one option.**
   - [ ] During the work day
   - [ ] On free time
   - [ ] Other, when? ________________________________

3. **Which device did you use for accessing the service? You can select more than one option.**
   - [ ] Computer
   - [ ] Tablet
   - [ ] Phone
   - [ ] I didn’t use the service

4. **Have you integrated service into your daily work and life? How?**
   ____________________________________________________
   ____________________________________________________
   ____________________________________________________

5. **How did you familiarize yourself with the toolsets of the service?**
   - ( ) I familiarized myself with all the toolsets
   - ( ) I familiarized myself with the toolsets recommended by the service
   - ( ) I familiarized myself with the toolsets that seemed interesting
   - ( ) I did not select certain toolsets but walked through the content from here and there
   - ( ) Otherwise, how? ________________________________
6. **Select an option that best describes your experience to each statement.**
   (Likert scale from 1 to 5 (1=not at all useful to 5 = very useful, and 0 = can't say)

   - It was easy to learn to use the service
   - The service use fits into my daily life
   - I find the service attractive
   - I enjoy using the service
   - The appearance of the service is pleasant
   - The content of the service is useful
   - The content of the service is interesting
   - The recommendations of the areas to focus on provided by the service seemed right to me
   - The service works without disturbance
   - I trust the information and content of the service
   - It is easy to use the service
   - It is easy to navigate within the service
   - The structure of the service is clear

7. **You can comment on your previous response here.**

   ____________________________________________
   ____________________________________________
   ____________________________________________

8. **Evaluate the usefulness of the following areas of the service:**
   (Likert scale from 1 to 5 (1=not at all useful to 5 = very useful, and 0 = I haven't used the toolset)

   - Screening questionnaire
   - Introductions to the toolsets
   - Examples of the life of the entrepreneurs (quotes)
   - Reflection exercises
   - Off-line exercises
   - Follow-up questionnaire

9. **Evaluate the usefulness of the following toolsets (themes) of the service:**
   (Likert scale from 1 to 5 (1=not at all useful to 5 = very useful, and 0 = I haven't used the toolset)

   - Self-reflection and changing the mindset
   - Organizing work
   - Stimulating positive pressure
   - Harnessing joy
   - Mental preparation
   - Recovery

10. **Have you found something interesting or useful in the web service thus far? What?**

    __________________________________________
    __________________________________________
    __________________________________________
    __________________________________________
    __________________________________________

The questionnaires were originally sent as digital versions from an online tool, and thus the appearance of the questionnaire was different from this version. This is a translated version; the original questionnaire was in Finnish.
11. Has there been something useless or disturbing in the web service? What?
______________________________________________
______________________________________________
______________________________________________

12. How did you find the content of the service? 
   (Likert scale, (Likert scale from 1 to 5 (1=totally disagree 5 = totally agree, and 0 = can't say)
   The amount of content is suitable
   The level of detail is suitable
   The content is understandable
   The content does not provide anything new
   The content is presented in an interesting way

13. Did the content of the service meet your expectations? Should the content be different?
______________________________________________
______________________________________________
______________________________________________

14. If you have searched for more information related to the content of the service, what information have you searched for and where? Why did you want to know more?
______________________________________________
______________________________________________
______________________________________________

15. Did you do the reflection exercises of the service? Select the best option for you.
   ( ) No, I didn’t
   ( ) Yes, a couple of exercises
   ( ) Yes, several exercises

16. You can comment on the reflection exercises here.
______________________________________________
______________________________________________
______________________________________________

17. Did you do the off-line exercises of the service? Select the best option for you.
   ( ) No, I didn’t
   ( ) Yes, I tried out one exercise
   ( ) Yes, several exercises
18. You can comment on the off-line exercises here.
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

19. Did you try out 3rd party applications that were introduced in the service?
   ( ) Yes
   ( ) No

20. Which applications have you tried out?
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

21. You can comment on the 3rd party applications here.
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

22. Have you used other applications or tools for stress management, recovery or eustress skills? Which applications and for what purpose?
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

23. Do you think that using the service has had an impact on your experiences of positive stress?
   ( ) No, it hasn't
   ( ) Yes, somewhat
   ( ) Yes, significantly

24. Do you think that using the service has had an impact on your experiences of negative stress?
   ( ) No, it hasn't
   ( ) Yes, somewhat
   ( ) Yes, significantly

25. If you think that the service has had an impact on your stress experiences, what kind of an impact? How have you noticed that?
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
26. Have you learned following skills by using the service?
   (Likert scale, (Likert scale from 1 to 5 (1=not at all to 5 = very much, and 0 = can’t say)
   Recognising my own thoughts and experiences
   Managing work
   Creating challenges
   Recalling and celebrating successful work
   Preparing to challenging situations
   Detaching from work

27. Have you learned something else by using the service? What?
   ______________________________________________________
   ______________________________________________________
   ______________________________________________________
   ______________________________________________________

28. Which additional services would you like to use as support? Select up to 5 options
   [ ] Online conversations with other users
   [ ] Meetings with other users
   [ ] Meetings with an expert
   [ ] A possibility to contact an expert online
   [ ] Feedback on progress
   [ ] Gamified features (like collection of points)
   [ ] Physiological measurements of stress
   [ ] Wider possibilities for self-assessment (tests)
   [ ] Co-use within work community
   [ ] Other, what? ____________________________

29. Which target group would you think would get most value from the service?
   ______________________________________________________
   ______________________________________________________
   ______________________________________________________
   ______________________________________________________

30. Would you be ready to pay for this service?
   ( ) Yes, as it is ( ) Yes, if it offered more content
   ( ) Yes, if it offered regularly new content
   ( ) Yes, if it was a part of a wider eustress service
   ( ) Yes, if ____________________________
   ( ) No, I wouldn’t

31. How much would you pay for this service (current version)?
   You can select a monthly or a one-time payment according to your preference.
   ______e / month or ______e as a one-time payment

32. You can comment on your previous response here.
   ______________________________________________________
   ______________________________________________________
   ______________________________________________________
   ______________________________________________________
33. How would you rate the service based on your usage? Give an overall score on a scale from 0 to 10.

_____

34. How likely would you recommend the service to others, like your friends or work community? Give an overall score on a scale from 0 to 10.

_____

35. Are you going to use the service after the study period?
   ( ) Yes
   ( ) No

36. You can comment on your previous response here.

   __________________________________________
   __________________________________________
   __________________________________________
   __________________________________________

37. Free thoughts: Frustrating or delightful experiences, development ideas, wishes for new content or something else?

   __________________________________________
   __________________________________________
   __________________________________________
   __________________________________________
   __________________________________________
   __________________________________________
   __________________________________________

Many thanks for your response!