

e-Confidence Assessment

Instructions

Answer questions as they relate to you. For most answers, check the boxes most applicable to you or fill in the blanks.

About You

1. How would you rate your overall computer ability?

(Select only one.)

- Raw Timid Beginner
- Novice, but can do some things
- Average
- Advanced
- Expert

2. How long have you been using computers?

(Select only one.)

- Less than 1 Year
- Less than 5 Years
- Greater than 5 Years
- Since before you were born

3. How much of your computer's potential would you estimate you use?

(Select only one.)

- Less than 10% (common)
- About half
- Most
- Every last ounce, and then some

4. How have you learned more about computers in the past?

(Select all that apply.)

- Books
- Online Help
- Trial & Error
- Geek Friend
- Computer Course
- Other:

5. What is your preferred method of learning (so far)?

(Select only one.)

- Books
- Online Help
- Trial & Error
- Geek Friend
- Computer Course
- Other:

6. List any Computer Training courses you have taken

7. Are you able to program the time on your VCR?

(Select only one.)

- Yes
- No
- No, but I can program my DVD (VCRs are ancient history)

8. How much time do you spend in front of a computer on an average day?

(Select only one.)

- Less than 1 hour
- Less than half my time
- More than half my time
- All day long
- All night long
- More than 24 hours

About Your Computer

9. How many computers do you have?

(Select only one.)

- Just the one
- Two (Office & Home)
- More than two
- Other:

10. Do you have a computer at Work and at Home?

(Select only one.)

- Yes
- No

11. How old is your (primary business) computer?

(Select only one.)

- Less than 1 year
- Less than 5 years
- More than 5 years

12. What type of computer do you have?

(Select only one.)

- Windows PC
- Non-Windows PC (Note: sessions are ONLY available for Windows based PCs)
- Other:

13. What version of Window's Operating System do you use?

(Select only one.)

- Windows XP Professional
- Windows XP Home
- Windows ME
- Windows 2000
- Windows 98
- Windows 95
- Windows 3.1
- Other:

14. If you have more than one computer in your work or home, are they networked together?

(Select only one.)

- Yes
- No
- Don't know

15. What other equipment do you have hooked up to your computer (or network)?

(Select all that apply.)

- Printer
- Scanner
- Fax
- Speakers
- Microphone
- Digital Camera
- Digital Video Camera
- Web Cam
- Other:

16. Do you have access to the Internet?

(Select only one.)

- Yes
- No
- Don't know

About Your Software

17. Do you use a suite of Office Software?

(Select only one.)

- Yes - Microsoft Office
- Yes - Microsoft Works
- Yes - Corel WordPerfect Office
- No
- Don't know
- Other:

18. Which Word processing program (if any) do you use (i.e., Microsoft Word XP)?

19. Which Spreadsheet program (if any) do you use (i.e., Microsoft Excel XP)?

20. Which Database program (if any) do you use (i.e., Microsoft Access XP)?

21. Which Presentation program (if any) do you use (i.e., PowerPoint XP)?

22. Which Virus Protection program (if any) do you use?

23. Which Spyware removal tool (if any) do you use?

24. Which Desktop Publishing program (if any) do you use?

25. Which Web Design program (if any) do you use?

26. Which Photo Editing program (if any) do you use?

27. Which Graphics program (if any) do you use?

28. Which Email program (if any) do you use?

29. Which Internet Browser program (if any) do you use?

30. Which other software programs do you use?

About Your Software Skills

Rank your ability for each of the following types of software:

31. Word Processing

(Select only one.)

- Beginner
- Intermediate
- Advanced
- Expert
- I don't use this

32. Spreadsheet

(Select only one.)

- Beginner
- Intermediate
- Advanced
- Expert
- I don't use this

33. Database

(Select only one.)

- Beginner
- Intermediate
- Advanced
- Expert
- I don't use this

34. Presentation (i.e., PowerPoint)

(Select only one.)

- Beginner
- Intermediate
- Advanced
- Expert
- I don't use this

35. Graphics

(Select only one.)

- Beginner
- Intermediate
- Advanced
- Expert
- I don't use this

36. Photo Editing

(Select only one.)

- Beginner
- Intermediate
- Advanced
- Expert
- I don't use this

37. Web Design

(Select only one.)

- Beginner
- Intermediate
- Advanced
- Expert
- I don't use this

38. Desktop Publishing

(Select only one.)

- Beginner
- Intermediate
- Advanced
- Expert
- I don't use this

39. Internet Browser

(Select only one.)

- Beginner
- Intermediate
- Advanced
- Expert
- I don't use this

40. Email

(Select only one.)

- Beginner
- Intermediate
- Advanced
- Expert
- I don't use this

About Your Computer Performance

41. My computer used to be much faster

(Select only one.)

- Yes
- No

42. My computer is too slow

(Select only one.)

- Yes
- No
- About right

43. My computer frequently crashes

(Select only one.)

- Yes
- No

44. My computer is as stable as a rock

(Select only one.)

- Yes
- No
- Maybe a small rock...

About Your Computer Maintenance

45. The files on my computer are well organized, and I can easily find any file I'm looking for.

(Select only one.)

- Yes
- No
- Don't know

46. My files and documents are routinely backed up so if my computer died, I wouldn't lose any of my data

(Select only one.)

- Yes
- No
- Don't know

47. I have up-to-date virus protection on my computer.

(Select only one.)

- Yes
- No
- Don't know

48. I have up-to-date Spyware protection on my computer.

(Select only one.)

- Yes
- No
- Don't know

49. My various passwords are easy to guess, or I have them on sticky notes under my keyboard in case I forget them.

(Select only one.)

- Yes
- No

About You & the Internet

50. Do you use the Internet?

(Select only one.)

- Yes
- No (Skip to Q. 59)

51. How do you access the Internet?

(Select only one.)

- Dial-up
- DSL (High Speed Phone line)
- Cable
- Satellite
- Company LAN

52. How fast is your Internet connection?

(Select only one.)

- Way Too Slow
- Too Slow
- About Right

53. Which of the following do you do on the Internet?

(Select all that apply.)

- Look for Information
- Browse Business Information sites
- Get frustrated and give up
- Access my email with web mail

54. How do you go about finding information on the Internet?

(Select all that apply.)

- Search Engine
- Clicking links on related web pages
- Other:

55. If you do use a Search Engine, which one do you use (most)?

56. How quickly can you find the information you're looking for using a Search Engine?

(Select only one.)

- Usually within the first 10 results
- Usually within the first 50 results
- I have to wade through hundreds or millions of pages to find what I'm looking for
- Other:

57. How easily can you navigate most web sites?

(Select only one.)

- With some difficulty
- Hit or Miss
- Relatively Easily
- Very Easily - I'm a Pro

58. How easily can you find a web page you've visited before?

(Select only one.)

- Very Easily
- With Some Effort
- With Great Difficulty

About You and Email

59. Do you use email?

(Select only one.)

- Yes
- No (Skip to Q. 70)

60. Do you have an email address?

(Select only one.)

- Yes - One email address
- Yes - More than one email address
- No

61. What program do you use for Email?

(Select all that apply.)

- Outlook
- Outlook Express
- Netscape Mail
- Eudora
- AOL
- Web Mail
- Other:

62. Are you able to check your emails when away from your work computer?

(Select only one.)

- Yes
- No
- Don't Know

63. How many emails do you SEND on the average day?

(Select only one.)

- Less than one a day
- Less than 10
- From 10 to 50
- More than 50

64. How many emails do you RECEIVE on the average day?

(Select only one.)

- Less than one a day
- Less than 10
- From 10 to 50
- More than 50

65. How many SPAM emails do you RECEIVE on the average day?

(Select only one.)

- Less than one a day
- Less than 10
- From 10 to 50
- More than 50

66. How comfortable are you with email?

(Select only one.)

- Very Comfortable
- Somewhat Comfortable
- Uncomfortable

67. I use email to send files to others

(Select only one.)

- Yes
- No
- Don't know

68. Since I've started using email, the number of faxes I send has:

(Select only one.)

- Decreased
- Increased
- Stayed about the same
- We don't have a fax

69. Since I've started using email, my Long Distance bill has:

(Select only one.)

- Decreased
- Increased
- Stayed about the same

About Your Business Data

This section asks questions about your business data. This includes customer information, supplier information, product and inventory information, sales and transaction information, manuals, forms, and any other information relating to your business.

70. Choose which of the following statements best describes your situation:

(Select only one.)

- All of my business data is available on computer - we use a special program for this.
- All of my business data is available on computer - in a variety of programs
- Some of my business data is available on computer - we use a special program for this.
- Some of my business data is available on computer - in a variety of programs
- None of my business data is available on computer (**Skip to Q. 74**)

71. If some or all of your business data is available on computer, how easily are you able to retrieve the information you want, when you want it?

(Select only one.)

- Very easily
- Not very easily
- Next to impossible

72. If on your computer, do you take advantage of that data to leverage it in other ways (i.e., create mailing lists and personalized customer communications)

(Select only one.)

- Yes
- No
- I wouldn't know where to start

73. If on your computer, are you able to analyze you business data (i.e., best customers, top selling products)

(Select only one.)

- Yes
- No
- I wouldn't know where to start

74. If most of your business data is still on paper, which of the following statements best describes your situation?

(Select only one.)

- I can see no advantage in putting this information on computer
- Too much effort involved in making the switch
- I'd like to but haven't got around to it yet
- Not Applicable

75. How much of an impact could moving more of your business data to computers have on your business?

(Select only one.)

- Very little
- Moderate
- A great deal

About Your Training Goals

76. What would you like to learn from this training session?

77. What would you like to accomplish in the future as a result of this training session?

78. Which half of the day is better for you for an uninterrupted training session?

(Select only one.)

- Mornings
- Afternoons
- Other:

79. List up to 5 preferred dates for training

80. Please provide any other information or questions here:

Please provide the following (*required)

First Name* _____

Last Name* _____

Title _____

Company* _____

Address* _____

City* _____

Province* _____

Postal Code* _____

Phone* _____

Email* _____

Web Address _____

Return completed form by mail to:

e-Confidence Assessments
204-10472 Islington Avenue,
Kleinburg, Ontario
L0J 1C0

If you have any questions, you can reach us at 416-997-3159