

Usability Tool – Domestic Controls

This survey is being conducted to help with future planning and design of domestic controls. The information collected will be treated as completely confidential. Survey reports will only use summaries of information and not reveal the identities of individuals.

Please fill in as many questions as you can. Write any further comments in the spaces provided or on a separate sheet. Thank you for your help.

Queries: If you have any queries please contact
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Who should fill this in? Anyone over the age of 18 who lives in the residence. This will normally be the person in the household mainly involved with the controls.

Please tick boxes where appropriate and fill in additional comments and information in the fields provided

Please note: We ask for names so that we can follow up any matters that may arise.



Background

What is your age?

Under 30
 30 - 50
 51 - 70
 Over 70

... and your sex?

Female
 Male

Please give your name

Are you normally at home...

Most of the time
 Evenings
 Weekends only
 Other:

Are you in a...

Detached House
 Semi-detached House
 Flat
 Other:

How would you rate your skills in use of technical devices?

Very low Very high

Do you have home user's guide?

Yes
 No
 I don't know

If yes, how would you rate its usability for...

operating your home? Very poor Very good

securing maintenance? Very poor Very good

Did you have home handover demonstration tour?

Yes
 No
 I don't know

If yes, how would you rate its effectiveness in preparing you for...

operating your home? Very low Very high

securing maintenance? Very low Very high

Do you have any special circumstances that make your ability to operate domestic controls different from the average person? Please describe any particular constraint or advantage.

Central heating & hot water

MVHR controls

Renewable energy controls

Electricity & lighting

Emergency & Maintenance

Central heating & hot water

• Overall, how would you rate Central heating controls for: Hot water

Very poor Very good

1 2 3 4 5 6 7
 1 2 3 4 5 6 7

*Tick to indicate your rating.
For additional comments please use the comments section at the bottom of page*

• Are you aware of the maintenance procedure?

Yes I don't know No

• Which of the following is your home equipped with?

System boiler (houses)

COMBI boiler (flats)

Room thermostat

Thermostatic radiator valve

Shower & bath controls

Tick where appropriate:

	Boiler control			Heating & hot water programmer			Heating control switch			Immersion heater switch			COMBI boiler control			Heating programmer			Room thermostat			Thermostatic radiator valve			Shower & bath controls					
	Yes	I don't know	No	Yes	I don't know	No	Yes	I don't know	No	Yes	I don't know	No	Yes	I don't know	No	Yes	I don't know	No	Yes	I don't know	No	Yes	I don't know	No	Yes	I don't know	No			
Is it clear what this control does?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does its location help use it when needed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is it easy to see how to use this control?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is it easy to operate this control?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is it sufficiently labelled?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does it show response to your actions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does it allow making sufficient adjustments?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is it obvious if you should interact with it?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

• Comments on Central heating & hot water:

MVHR controls

MVHR - Mechanical Ventilation with Heat Recovery

• Overall, how would you rate controls for MVHR

Very poor 1 2 3 4 5 6 7 Very good

Tick to indicate your rating.
For additional comments please use the comments section at the bottom of page

• Are you aware of the maintenance procedure?

Yes I don't know No

• How would you rate ease of maintenance for:

MVHR filters 1 2 3 4 5 6 7

Cooker hood filter 1 2 3 4 5 6 7

	MVHR unit control panel	MVHR manual boost	MVHR cooking mode	Diffusers
	Yes I don't know No			
Is it clear what this control does?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
Does its location help use it when needed?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
Is it easy to see how to use this control?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
Is it easy to operate this control?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
Is it sufficiently labelled?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
Does it show response to your actions?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
Does it allow making sufficient adjustments?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
Is it obvious if you should interact with it?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			

• Comments on MVHR:

Electricity & Lighting

- Overall, how would you rate controls for electricity and lighting?

Very poor Very good

¹
 ²
 ³
 ⁴
 ⁵
 ⁶
 ⁷

Tick to indicate your rating.
For additional comments please use the comments section at the bottom of page

- Which of the following is your home equipped with?

Tick where appropriate and fill corresponding details below

- Are you aware of its maintenance procedure?

	Consumer unit	Individual light switches	Multiple light switches	TV point (aerial)	TV amplifier	Telephone point	Broadband socket
	<input type="checkbox"/>						
	<input type="checkbox"/> No						
	<input type="checkbox"/> I don't know						
	<input type="checkbox"/> Yes						
	Yes I don't know No						
Is it clear what this control does?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>						
Does its location help use it when needed?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>						
Is it easy to see how to use this control?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>						
Is it easy to operate this control?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>						
Is it sufficiently labelled?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>						
Does it show response to your actions?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>						
Does it allow making sufficient adjustments?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>						
Is it obvious if you should interact with it?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>						

- Comments on Electricity & Lighting:

Emergency & Maintenance

- Overall, how would you rate controls for emergency and maintenance?

Very poor Very good

*Tick to indicate your rating.
For additional comments please use the comments section at the bottom of page*

- Which of the following is your home equipped with?

Tick where appropriate and fill corresponding details below

- Are you aware of its maintenance procedure?

- Is it clear what this control does?
- Does its location help use it when needed?
- Is it easy to see how to use this control?
- Is it easy to operate this control?
- Is it sufficiently labelled?
- Does it show response to your actions?
- Does it allow making sufficient adjustments?
- Is it obvious if you should interact with it?

	Fire alarm control	Burglar alarm control	Smoke alarm control	Water emergency stop cock	Gas cut off point	Gate valves / water cut off points	Doors - Handles & Locks	Windows - Handles & Locks
	<input type="checkbox"/>							
	<input type="checkbox"/> No							
	<input type="checkbox"/> I don't know							
	<input type="checkbox"/> Yes							
	Yes I don't know No							
Is it clear what this control does?	<input type="checkbox"/>							
Does its location help use it when needed?	<input type="checkbox"/>							
Is it easy to see how to use this control?	<input type="checkbox"/>							
Is it easy to operate this control?	<input type="checkbox"/>							
Is it sufficiently labelled?	<input type="checkbox"/>							
Does it show response to your actions?	<input type="checkbox"/>							
Does it allow making sufficient adjustments?	<input type="checkbox"/>							
Is it obvious if you should interact with it?	<input type="checkbox"/>							

- Comments on Emergency & Maintenance: