Survey Monkey Questions

- How old are you?
- Are you male or female?
- What region do you live in?
- Is English your first language?
  - If not, how confident are you in reading and writing in English?
- What did you find the most difficult about the RPS claim process? (choose)
- Did anyone help you to complete your (paper) claim form? If yes, who and what did they help you to do?
- Did you contact any other organisation in connection with your redundancy claim? If yes who?
- Do you have access to a computer or internet enabled device?
- If yes what do you have access to?
- Do you use the internet and if so, how often?
- Where are you most often when you use the internet?
- Do you use the internet by yourself to buy things, or do you get help/others to do it for you?
- Do you have your own email address?
- Have you ever used a government website?
  - If yes what for?
- Do you use any assistive technologies?
- Do you consider yourself disabled as defined in the Disability Discrimination Act 1995?
  - This defines a disabled person as someone with a physical or mental impairment, which has a substantial and long term effect of at least one year on a person's ability to carry out normal day to day activities.
  - If you do consider yourself to be disabled, what type of disability do you have?
- If the service was only available online, how confident are you on a scale on 1-5 that you could have completed your RPS claim via the internet?
- What type of help would have made it possible for you to use an online service? (Please choose just one)
- Why would it not have been possible?
- Where would you feel comfortable accessing the internet to complete your Redundancy forms?
- Can we contact you again in future if we wanted to test some new designs of the service?
- Please give me your contact details: Name, address, email and telephone number.