|  |
| --- |
| **Agreement** |
| Strongly disagreeDisagreeNeither agree nor disagreeAgreeStrongly agree | DisagreeNeither agree nor disagreeAgree | Completely disagreeMostly disagreeSlightly disagreeSlightly agreeMostly agreeCompletely agree |
| **Occurrences** |
| Very rarelyRarelyOccasionallyFrequentlyVery frequently | NeverSeldomAbout half the timeUsuallyAlways | Not at allLittleOccasionallyOften all the time |
| Not reallySomewhatQuite a bit | NeverRarelySometimesOftenAlways | NeverSeldomSometimesOften |
| Not muchSome A great deal | A littleSomeA lot | Not muchLittleSomewhatMuchA great deal |
| **Importance** |
| Not importantModerately importantVery important | UnimportantOf little importanceImportantVery important | UnimportantOf little importanceModerately importantImportantVery important |
| **Quality** |
| PoorFairAverageGoodExcellent | Very poorNot goodAll rightGoodExcellent | Extremely poorBelow averageAverageAbove averageExcellent |
| **Content** |
| Too elementaryOkayToo technical | Too fastJust rightToo slow | PoorNot goodGoodExcellent |
| Did not understandUnderstood a littleUnderstood most of itUnderstood very well | No help at allSlightly helpfulFairly helpfulVery helpful | Quite unsuccessfulSomewhat unsuccessfulSomewhat successfulQuite successful |
| **Implementation** |
| Definitely will notProbably will notProbably willDefinitely will | Absolutely noMostly nonNeither yes nor noMostly yesAbsolutely yes | Never trueSometimes trueOften true |
| Not at allVery littleSomewhatTo a great extent | Not at all true Slightly trueTrue about half the timeMostly trueCompletely true | Probably notMaybeQuite likelyDefinitely |
| Overall Impression |
| Very dissatisfiedSomewhat dissatisfiedNeither satisfied nor dissatisfiedSomewhat satisfiedVery satisfied | Not at all satisfiedSlightly satisfiedSomewhat satisfiedVery much satisfied |
| Didn’t get what I wantedGot a little of what I wantedGot a lot of what I wantedGot everything I wanted | Very uncomfortableUncomfortableComfortableVery comfortable |

**Likert-type Scale Sample Ratings**