

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

Margdalena Bakerson-Norbury

Email: m.bakerson-norbury@sheffield.ac.uk

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 ☐ ¹☐ ²☐ ³☐ ⁴☐ ⁵☐ ⁶☐ ⁷☐ 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 ☐ ¹☐ ²☐ ³☐ ⁴☐ ⁵☐ ⁶☐ ⁷☐ Very good

securing maintenance?

Very poor ☐ ¹☐ ²☐ ³☐ ⁴☐ ⁵☐ ⁶☐ ⁷☐ 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 ☐ ¹☐ ²☐ ³☐ ⁴☐ ⁵☐ ⁶☐ ⁷☐ Very high

securing maintenance?

Very low ☐ ¹☐ ²☐ ³☐ ⁴☐ ⁵☐ ⁶☐ ⁷☐ 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:

Very poor	1	2	3	4	5	6	7	Very good
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
- Hot water

1	2	3	4	5	6	7
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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?

<input type="checkbox"/> Yes	<input type="checkbox"/> I don't know	<input type="checkbox"/> No
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- Which of the following is your home equipped with?

Tick where appropriate:

	System boiler (houses)				COMBI boiler (flats)				Room thermostat	Thermo-static radiator valve	Shower & bath controls							
	Boiler control			Heating & hot water programmer	Heating control switch			Immersion heater switch	COMBI boiler control			Heating programmer						
	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"/>
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"/>
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"/>
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"/>
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"/>
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"/>
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"/>
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"/>

- Comments on Central heating & hot water:

MVHR controls

MVHR - Mechanical Ventilation
with Heat Recovery

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

• Overall, how would you
rate controls for MVHR

Very poor 1 2 3 4 5 6 7 Very good

• Are you aware of the
maintenance procedure?

☐ Yes ☐ I don't know ☐ No

• How would you rate ease
of maintenance for:

MVHR filters
Cooker hood filter

Very poor 1 2 3 4 5 6 7 Very good

- 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?

MVHR unit control panel

Yes	I don't know	No
<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"/>
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

MVHR manual boost

Yes	I don't know	No
<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"/>

MVHR cooking mode

Yes	I don't know	No
<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"/>

Diffusers

Yes	I don't know	No
<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"/>
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<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 MVHR:

Renewable energy controls

- Which systems is your home equipped with?
Tick where appropriate:
- Overall, how would you rate controls for renewable energy
- Are you aware of its maintenance procedure?

Solar thermal (houses)

☐

Very poor Very good

1	2	3	4	5	6	7
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<input type="checkbox"/> Yes	<input type="checkbox"/> I don't know	<input type="checkbox"/> No
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Solar controls

Solar switch

- 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?

Yes	I don't know	No
<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"/>
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Yes	I don't know	No
<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"/>
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Photovoltaic

☐

Very poor Very good

1	2	3	4	5	6	7
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<input type="checkbox"/> Yes	<input type="checkbox"/> I don't know	<input type="checkbox"/> No
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PV Meter

PV switch

PV converter

Yes	I don't know	No
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Yes	I don't know	No
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Yes	I don't know	No
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*Tick to indicate your rating.
For additional comments please use the
comments section at the bottom of page*

- Comments on Renewable energy controls:

Electricity & Lighting

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

Very poor Very good

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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?

- Is it clear what this control does?
- Does its location help use it when needed?
- Is it easy to see how 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?

Consumer unit	Individual light switches	Multiple light switches	TV point (aerial)	TV amplifier	Telephone point	Broadband socket
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- Comments on Electricity & Lighting:

Emergency & Maintenance

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

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?

- 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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No
<input type="checkbox"/> I don't know	<input type="checkbox"/> I don't know	<input type="checkbox"/> I don't know	<input type="checkbox"/> I don't know	<input type="checkbox"/> I don't know	<input type="checkbox"/> I don't know	<input type="checkbox"/> I don't know	<input type="checkbox"/> I don't know
<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes
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
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<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"/>	<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 Emergency & Maintenance: