SMART HOME USER SATISFACTION SURVEY – NEW YORK (SHUSS-NY)

User Name:		
Date:	Assessor:	

The purpose of this questionnaire is to evaluate how satisfied you are with your smart home technology and the related services involved.

For each item, circle the **one number** that best describes your degree of satisfaction with the smart home devices and the related services involved. Please **do not** leave any question unanswered. For any item not marked 5 (very satisfied), please comment in the section labeled *comments*. If you need more space to comment, please write on the back of the page.

1	2	3	4	5
not satisfied	not very	more or less	quite satisfied	very satisfied
at all	satisfied	satisfied		

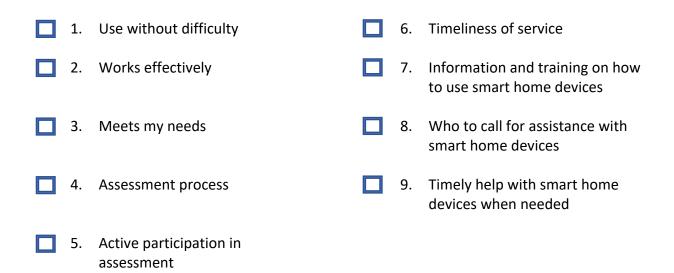
Smart Home items provided:					
1. I use the devices without difficulty.					
	1	2	3	4	5
Comment:					
2. The devices work effectively.					
	1	2	3	4	5
Comment:					
3. The devices meet my needs.					
5. The devices meet my needs.	1	2	3	4	5
Comment:	-	2	5	т	5

SERVICES

1	2	3	4	5
not satisfied	not very	more or less	quite satisfied	very satisfied
at all	satisfied	satisfied		

4. I am satisfied with the smart home assessment process.		1	2	3	4
Comment:		5			
 I was actively involved in selecting appropriate smart home devices to meet my needs. 		1	2	3	4
Comment:		5			
6. I am satisfied with the timeliness of providing the smart home devices.	1	2	3	4	5
Comment:					
I am satisfied with the information and training provided about using my smart home devices.	1	2	3	4	5
Comment:					
 I know who to contact if I have a problem with my smart home devices. 	1	2	3	4	5
Comment:					
9. I receive timely assistance when I request help with my smart home devices.	1	2	3	4	5
Comment:					

Below is a list of the same 9 satisfaction items. PLEASE **SELECT THE THREE ITEMS** that you consider to be **the most important to you**. Please put an X in the **3 boxes** of your choice.



Thank you for completing this questionnaire.

SHUSS-NY Score Sheet

This page is for scoring the answers to the survey questions.

Device subscale score:	
For items 1-3, add the ratings of all responses and divide this amount by the number of responses given.	
Services subscale score:	
For items 4-9, add the ratings of the responses and divide this sum by 6.	
Total SHUSS-NY Score	
For all items on survey, add the rating responses and divide this sum by the number of items rated.	

The 3 most important smart home satisfaction items: