

Pre-Test Questionnaire

SkyTeam

Welcome! Please complete this before we begin.

Name: _____

1. Are you currently making travel bookings on a computer or mobile?
 - Computer
 - Mobile
 - Both
 - Neither
2. Do you personally plan trips online?
 - Yes
 - No
 - My assistant helps me
3. How comfortable are you with applying for health insurance online?
 - Very comfortable
 - Somewhat comfortable
 - Not comfortable at all
4. How familiar are you with SkyTeam?
 - Very familiar
 - Somewhat familiar
 - Not familiar at all
5. How many times have you used the SkyTeam website?
 - 1 time
 - 2 - 3 times
 - More than 3 times
6. Have you used the SkyTeam mobile app?
 - Yes
 - No
 - Not sure

