

# Quebec User Evaluation of Satisfaction with Assistive Technology

## What information will I gain from the Quebec User Evaluation of Satisfaction with Assistive Technology?

The Quebec User Evaluation of Satisfaction with Assistive Technology version 2.0 (QUEST 2.0) is a 12-item questionnaire that can be used to measure a person's satisfaction with an assistive technology device and its related services. For each item, the person is asked rate their device regarding its physical properties, ease of use and effectiveness, using a 5-point Likert scale from 1 (not satisfied at all) to 5 (very satisfied). They are also asked to rate delivery, maintenance and follow up services using the same 5-point scale. Finally, the person can choose the three assistive technology satisfaction items that are most important to them, from a total of 12 items.

## How long does it take to administer the measure?

The QUEST takes around 10-15 minutes to administer. The QUEST can be completed in-person or over the telephone with the person, or with the person and the support of a proxy (for example, a family member or other key supporter).

## How do I report or score the measure?

Responses for each of the 12 items are summed and divided by the number of valid responses to obtain a total score, and two sub-scores. Scores range from 1 to 5, with a higher score indicating greater satisfaction with the assistive technology.

## How do I get more information on, or access to, the Quebec User Evaluation of Satisfaction with Assistive Technology?

[You can get more information on the Quebec User Evaluation of Satisfaction with Assistive Technology here.](#)





For further information, please contact:

Associate Professor Libby Callaway  
T: +61 421 356 359  
E: [libby.callaway@monash.edu](mailto:libby.callaway@monash.edu)

School of Primary and Allied Health Care  
Rehabilitation Ageing and Independent Living Research Centre  
Faculty of Medicine, Nursing and Health Sciences  
Monash University, Peninsula Campus  
47-49 Moorooduc Hwy  
Frankston VIC 3199