

# Wheelchair Satisfaction Questionnaire

For a Wheelchair User to Rate their Chair

Date: \_\_\_\_\_ Start time: \_\_\_\_\_ End Time: \_\_\_\_\_ Location: \_\_\_\_\_

Participant's name \_\_\_\_\_

Gender: \_\_\_\_\_ Age: \_\_\_\_\_ Diagnosis: \_\_\_\_\_

Years in a WC: \_\_\_\_\_ Time in current WC: \_\_\_\_\_ Current WC type & model: \_\_\_\_\_

Circle best answer: Pushed by: Assistant Assistant and self Almost completely self Self

Was WC new when you received it? Yes No Head and trunk control: None Poor Fair Good






**Instructions:** Mark on the line to indicate your satisfaction with that aspect of your wheelchair.

- Answer the questions by **placing a vertical mark on the line**. Mark anywhere along the line.
- Do **not** circle emoticon faces; they are only for reference.
- Include at least **one full sentence** on the comment line to describe the reason behind your rating.
  - **Be specific** about situations or wheelchair parts that are a problem or cause pain and discomfort.
  - **Mentioning problem parts** will help with repair and modification.
  - **See example below** in which a shoe was rated.

If a question does not apply to you at all, **do not mark on the line**. Explain in the comment why it did not apply.






**See last example below** in which the question did not apply.

Rate your satisfaction with how your **left shoe fits** your foot.

POOR |  /     | EXCELLENT






Comment: *The shoe is too short and narrow. It hurts my feet.*

Rate your satisfaction with how your **left shoe fits** your foot.

POOR |      | EXCELLENT

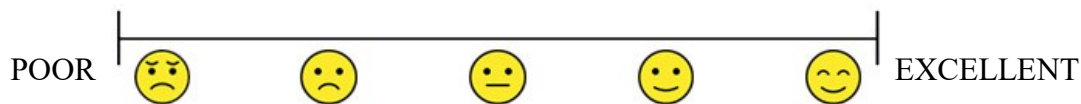
Comment: *I have no left shoe, but I need one. My foot is often injured.*

Rate your satisfaction with how your **left shoe fits** your foot.

POOR |      | EXCELLENT

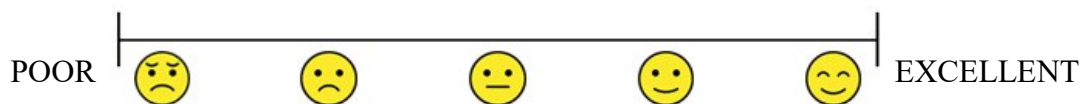
Comment: *N/A. I do not have feet.*

1. Rate your satisfaction with the parts that support your **hips, buttocks, and thighs.**



Comment: \_\_\_\_\_

2. Rate your satisfaction with the parts that support your **back, trunk, and head.**



Comment: \_\_\_\_\_

3. Rate your satisfaction with the parts that support your **calves, ankles, and feet.**



Comment: \_\_\_\_\_

4. Rate your satisfaction with the parts that support your **shoulders, arms, and hands.**



Comment: \_\_\_\_\_

5. Rate your satisfaction with the **parts a helper uses** to push you in your chair.



Comment: \_\_\_\_\_

6. Rate your satisfaction with the **casters**, (the smaller front wheel(s), and their attachment to the wheelchair.



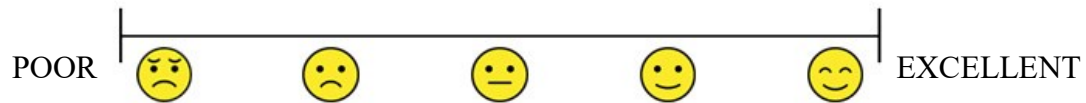
Comment: \_\_\_\_\_

7. Rate your satisfaction with the **main wheels and push rims**.



Comment: \_\_\_\_\_

8. Rate your satisfaction with the **wheel locks** (brakes).



Comment: \_\_\_\_\_

9. Rate your satisfaction with how your **wheelchair fits your body**.



Comment: \_\_\_\_\_

10. Rate your satisfaction with the **color and appearance** of this wheelchair. Is it ugly, or does it look nice?



Comment: \_\_\_\_\_

11. Rate your satisfaction with how this wheelchair helps your ability to **maneuver in small spaces**.



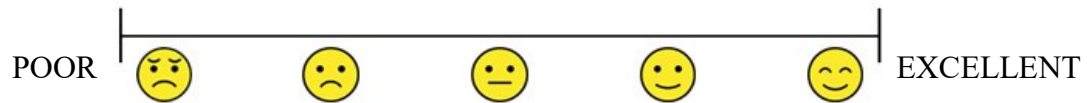
Comment: \_\_\_\_\_

12. Rate your satisfaction with how this wheelchair helps your ability to **maneuver easily across all surfaces and obstacles**.



Comment: \_\_\_\_\_

13. Rate your satisfaction with how this wheelchair helps **your ability to get in and out of a wheelchair**.



Comment: \_\_\_\_\_

14. Rate your satisfaction with how this wheelchair helps your ability to accomplish daily desk **and table activities**.



Comment: \_\_\_\_\_

15. Rate your satisfaction with how this wheelchair helps your ability to **sit upright and see others**.



Comment: \_\_\_\_\_

8. Rate the ease of transporting this wheelchair in/on a **car, van, or other means of transport this user is likely to encounter** (from "poor" to "excellent").



Comment: \_\_\_\_\_

9. Rate the **ease of transferring** in and out of this wheelchair for this user, with or without the help of an assistant (from "poor" to "excellent").



Comment: \_\_\_\_\_