

Questionnaire for User Interaction Satisfaction (QUIS)

Please circle the numbers that most appropriately reflect your impressions about using the Census Web site. Please do this quietly. Do not think aloud.

1. Tasks can be performed in a straight-forward manner:

Never Always
1 2 3 4 5 6 7

2. Organization of information on the site:

Confusing Clear
1 2 3 4 5 6 7

3. Use of terminology throughout the site:

Inconsistent Consistent
1 2 3 4 5 6 7

4. During the session, the test administrator appeared to be

Unfriendly Friendly
1 2 3 4 5 6 7

5. Information displayed on the screens:

Inadequate Adequate
1 2 3 4 5 6 7

6. Census Bureau-specific terminology:

Too frequent Appropriate
1 2 3 4 5 6 7

7. Characters on the computer screen:

Hard to read Easy to read
1 2 3 4 5 6 7

8. Learning the site:

Difficult Easy
1 2 3 4 5 6 7

9. Experienced and inexperienced user's needs are taken into consideration:

Never Always
1 2 3 4 5 6 7

10. Finding what you were looking for:

Difficult Easy
1 2 3 4 5 6 7

11. During the session, the test administrator acted in the following way

Unhelpful Helpful

1 2 3 4 5 6 7

12. Forward navigation:

Difficult Easy
1 2 3 4 5 6 7

13. Backwards navigation:

Difficult Easy
1 2 3 4 5 6 7

14. Overall reactions to the site:

Terrible Wonderful
1 2 3 4 5 6 7
Frustrating Satisfying
1 2 3 4 5 6 7
Difficult Easy
1 2 3 4 5 6 7

15. Please add any additional comments: