

## NSCG Usability Study Satisfaction Questionnaire

Please circle the numbers that most appropriately reflect your impressions about using this Web survey.

- |   |              |   |   |   |   |   |   |   |   |   |            |                |
|---|--------------|---|---|---|---|---|---|---|---|---|------------|----------------|
| 1. Overall reaction to the Web site:  | terrible     | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | wonderful  | not applicable |
| 2. Screen layouts:  | confusing    | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | clear      | not applicable |
| 3. Use of terminology throughout the Web survey:                                | inconsistent | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | consistent | not applicable |
| 4. Instructions displayed on the screens:                                       | inadequate   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | adequate   | not applicable |
| 5. Questions displayed on the screens:  | inadequate   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | adequate   | not applicable |
| 6. Arrangement of necessary information (FAQ, Help, etc.) on the screen:        | illogical    | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | logical    | not applicable |
| 7. Questions can be answered in a straight-forward manner:                      | never        | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | always     | not applicable |
| 8. Organization of question, instruction and response categories in the survey: | confusing    | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | clear      | not applicable |
| 9. Forward navigation:  | impossible   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | easy       | not applicable |
| 10. Suspending and resuming the survey:   | impossible   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | easy       | not applicable |
| 11. Overall experience of completing the survey:                                | difficult    | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | easy       | not applicable |

Additional Comments