

## Questionnaire for User Interaction Satisfaction (QUIS)

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

- |                                                                                   |                                   |                     |                |
|-----------------------------------------------------------------------------------|-----------------------------------|---------------------|----------------|
| 1. Overall reaction to the Web Survey:                                            | terrible<br>1 2 3 4 5 6 7 8 9     | wonderful<br>7 8 9  | not applicable |
| 2. Screen Layouts:                                                                | illogical<br>1 2 3 4 5 6 7 8 9    | logical<br>7 8 9    | not applicable |
| 3. Use of terminology throughout the survey:                                      | inconsistent<br>1 2 3 4 5 6 7 8 9 | consistent<br>7 8 9 | not applicable |
| 4. Instructions displayed on the screens:                                         | inadequate<br>1 2 3 4 5 6 7 8 9   | adequate<br>7 8 9   | not applicable |
| 5. Questions displayed on the screens:                                            | confusing<br>1 2 3 4 5 6 7 8 9    | clear<br>7 8 9      | not applicable |
| 6. Questions can be answered in a straight-forward manner:                        | never<br>1 2 3 4 5 6 7 8 9        | always<br>7 8 9     | not applicable |
| 7. Organization of question, instructions, and response categories in the survey: | confusing<br>1 2 3 4 5 6 7 8 9    | clear<br>7 8 9      | not applicable |
| 8. Forward navigation:                                                            | difficult<br>1 2 3 4 5 6 7 8 9    | easy<br>7 8 9       | not applicable |
| 9. Overall experience of completing the survey:                                   | difficult<br>1 2 3 4 5 6 7 8 9    | easy<br>7 8 9       | not applicable |
| 10. Additional Comments:                                                          |                                   |                     |                |