

Satisfaction Questionnaire

Please **circle the numbers** that most appropriately reflect your impressions about using this Web -based instrument.

- | | | | |
|---|-------------------------------|------------|----------------|
| 1. Overall reaction to the Web site: | terrible
1 2 3 4 5 6 7 | wonderful | not applicable |
| 2. Screen layouts: | confusing
1 2 3 4 5 6 7 | clear | not applicable |
| 3. Use of terminology throughout the Web site: | inconsistent
1 2 3 4 5 6 7 | consistent | not applicable |
| 4. Information displayed on the screens: | inadequate
1 2 3 4 5 6 7 | adequate | not applicable |
| 5. Arrangement of information on the screen: | logical
1 2 3 4 5 6 7 | illogical | not applicable |
| 6. Tasks can be performed in a straight-forward manner: | never
1 2 3 4 5 6 7 | always | not applicable |
| 7. Organization of information on the site: | confusing
1 2 3 4 5 6 7 | clear | not applicable |
| 8. Forward navigation: | impossible
1 2 3 4 5 6 7 | easy | not applicable |
| 9. Overall experience of finding information: | difficult
1 2 3 4 5 6 7 | easy | not applicable |

Additional Comments: