Appendix D: Satisfaction Questionnaire

Experimenter Page (Satisfaction Start)

Experimenter, please enter the participant number below

Participant Number: [   ]

Experimenter, please enter code below

Code: [   ]

Begin button will take participant to the first page

[Begin]

Figure 1: The participant does not answer this question. The experimenter fills in the participant number and clicks the Begin button before directing the participant to complete the questionnaire.

Satisfaction Questionnaire

| Overall Reactions to the Census Regional Website |

Terrible   Wonderful

○   ○   ○   ○   ○   ○   ○
1   2   3   4   5   6   7

Please type any additional thoughts into the box below (optional)

[   ]

[Next]

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Figure 2: The first question on Satisfaction Questionnaire asks about their overall reaction to the Census Regional Website.

Satisfaction Questionnaire

Arrangement of information on the Census Regional Website

Illogical   **Logical**

  ○   ○   ○   ○   ○   ○   ○

  1   2   3   4   5   6   7

Please type any additional thoughts into the box below (optional)

[Previous]   [Next]

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Figure 3: The second question asks whether participants felt the arrangement of information on the screen was logical.
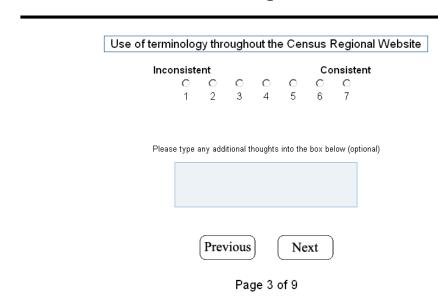
Satisfaction Questionnaire

Use of terminology throughout the Census Regional Website

Inconsistent   **Consistent**

  ○   ○   ○   ○   ○   ○   ○

  1   2   3   4   5   6   7

Please type any additional thoughts into the box below (optional)

[Previous]   [Next]

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Figure 4: The third question asks whether the terminology used on the Website is consistent.

Satisfaction Questionnaire

Tasks on the Census Regional Website can be performed in a straight-forward manner

Never					Always	
○	○	○	○	○	○	○
1	2	3	4	5	6	7

Please type any additional thoughts into the box below (optional)

Previous   Next

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Figure 5: The fourth question asks whether the tasks, actions participants may want to complete when they come to the Website, could be performed in a straight forward manner.

Satisfaction Questionnaire

Steps to complete a task on the Census Regional Website follow a logical sequence

Never					Always	
○	○	○	○	○	○	○
1	2	3	4	5	6	7

Please type any additional thoughts into the box below (optional)

Previous   Next

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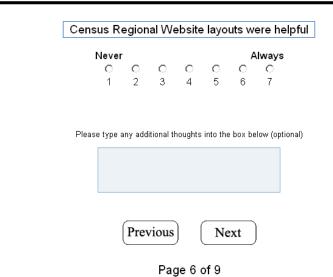Figure 6: The fifth question, asks whether the steps to complete a task followed a logical sequence.

Satisfaction Questionnaire

Census Regional Website layouts were helpful

Never   Always
○   ○   ○   ○   ○   ○   ○
1   2   3   4   5   6   7

Please type any additional thoughts into the box below (optional)

[Previous]   [Next]

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Figure 7: The sixth question asks if the layout of the Website was helpful.

Satisfaction Questionnaire

Going back to a previous page on the Census Regional Website

Impossible   Easy
○   ○   ○   ○   ○   ○   ○
1   2   3   4   5   6   7

Please type any additional thoughts into the box below (optional)

[Previous]   [Next]

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Figure 8: The seventh question asks how difficult it was to go back to a previous screen on the Website.

Satisfaction Questionnaire

Performing an operation leads to a predictable result

Never   Always

○   ○   ○   ○   ○   ○   ○

1   2   3   4   5   6   7

Please type any additional thoughts into the box below (optional)

[Previous]   [Next]

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Figure 9: The eighth question asks if participants thought the outcome of an operation could be predicted based on interaction with the Website.

Satisfaction Questionnaire

Please type in any additional thoughts or comments in the box below

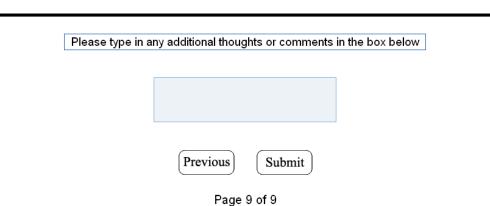[Previous]   [Submit]

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Figure 10: The last question provides participants with a way to communicate any additional thoughts or opinions about the Website.