

Satisfaction Questionnaire in English

Questionnaire for User Interaction Satisfaction (QUIS)

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

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