

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 | 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 site: | inconsistent | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | consistent | not applicable |
| 4. Information displayed on the screens: | inadequate | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | adequate | not applicable |
| 5. Arrangement of information on the screens: | logical | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | illogical | not applicable |
| 6. Tasks can be performed in a straight-forward manner: | never | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | always | not applicable |
| 7. Organization of information on the site: | confusing | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | clear | not applicable |
| 8. Forward navigation: | impossible | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | easy | not applicable |
| 9. Overall experience of finding information: | difficult | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | easy | not applicable |
| 10. Census Bureau-specific terminology: | too frequent | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | appropriate | |

Additional Comments: