

## 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<br>1 2 3 4 5 6 7 8 9     | wonderful<br>not applicable   |
| 2. Screen layouts:                                      | confusing<br>1 2 3 4 5 6 7 8 9    | clear<br>not applicable       |
| 3. Use of terminology throughout the Web site:          | inconsistent<br>1 2 3 4 5 6 7 8 9 | consistent<br>not applicable  |
| 4. Information displayed on the screens:                | inadequate<br>1 2 3 4 5 6 7 8 9   | adequate<br>not applicable    |
| 5. Arrangement of information on the screen:            | illogical<br>1 2 3 4 5 6 7 8 9    | logical<br>not applicable     |
| 6. Tasks can be performed in a straight-forward manner: | never<br>1 2 3 4 5 6 7 8 9        | always<br>not applicable      |
| 7. Organization of information on the site:             | confusing<br>1 2 3 4 5 6 7 8 9    | clear<br>not applicable       |
| 8. Forward navigation:                                  | impossible<br>1 2 3 4 5 6 7 8 9   | easy<br>not applicable        |
| 9. Backward navigation:                                 | impossible<br>1 2 3 4 5 6 7 8 9   | easy<br>not applicable        |
| 10. Overall experience of finding information:          | difficult<br>1 2 3 4 5 6 7 8 9    | easy<br>not applicable        |
| 11. Census Bureau-specific terminology:                 | too frequent<br>1 2 3 4 5 6 7 8 9 | appropriate<br>not applicable |

12. Overall reaction to the Web site:

- |             |   |   |   |   |   |   |   |            |
|-------------|---|---|---|---|---|---|---|------------|
| Terrible    | 1 | 2 | 3 | 4 | 5 | 6 | 7 | Wonderful  |
| Frustrating | 1 | 2 | 3 | 4 | 5 | 6 | 7 | Satisfying |
| Difficult   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | Easy       |

13. Additional Comments (use the back of this paper if necessary):