

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 screen: | illogical
1 2 3 4 5 6 7 8 9 | logical
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. Backward navigation: | impossible
1 2 3 4 5 6 7 8 9 | easy
not applicable |
| 10. Overall experience of finding information: | difficult
1 2 3 4 5 6 7 8 9 | easy
not applicable |
| 11. Census Bureau-specific terminology: | too frequent
1 2 3 4 5 6 7 8 9 | appropriate
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):