Questionnaire for User Interaction Satisfaction

What is the QUIS?

The Questionnaire for User Interaction Satisfaction (QUIS) is a measurement tool designed to assess a computer user's subjective satisfaction with the human-computer interface. It was developed at the Human-Computer Interaction Laboratory (HCIL), University of Maryland at College Park. The QUIS contains a demographic questionnaire, a measure of overall system satisfaction, and a measure of specific interface factors such as screen visibility, terminology and system information, learning factors, and system capabilities.

Who uses the QUIS?

The QUIS is used at both academic and industrial sites to evaluate systems and software. What makes the QUIS such a good tool?...It has been proven both reliable and valid by J. P Chin, V. A. Diehl, and K. L. Norman (1988). It is one of the few available quantitative measures of user satisfaction that doesn't require expensive performance testing. The QUIS can also be used to test before and after changes are made to a system in order to quantify the magnitude of improvements.

About the QUIS (http://www.lap.umd.edu/QUIS/about.html)

The Questionnaire for User Interaction Satisfaction (QUIS) is a tool developed by a multi-disciplinary team of researchers in the Human-Computer Interaction Lab (HCIL) at the University of Maryland at College Park. The QUIS was designed to assess users' subjective satisfaction with specific aspects of the human-computer interface. The QUIS team successfully addressed the reliability and validity problems found in other satisfaction measures, creating a measure that is highly reliable across many types of interfaces.

The QUIS 7.0 contains a demographic questionnaire, a measure of overall system satisfaction along six scales, and hierarchically organized measures of eleven specific interface factors (screen factors, terminology and system feedback, learning factors, system capabilities, technical manuals, on-line tutorials, multimedia, voice recognition, virtual environments, internet access, and software installation). Each area measures the users' overall satisfaction with that facet of the interface, as well as the factors that make up that facet, on a 9-point scale. The questionnaire is designed to be configured according to the needs of each interface analysis by including only the sections that are of interest to the user.

WWW Sites

http:// www.lap.umd.edu/QUIS/index.html   /* overview, example questions */

http:// www.lap.umd.edu/QUIS/references.html   /* semi-promotional article */

QUIS-related references:

Some of these papers are available on-line.

Chin, J. P., Diehl, V. A. and Norman, K. L. (1988). Development of an instrument measuring user satisfaction of the human-computer interface. Proceedings of SIGCHI '88, (pp. 213-218), New York: ACM/SIGCHI.

Chin, J. P., Norman, K. L., and Shneiderman, B. (1987). Subjective user evaluation of CF
    PASCAL programming tools. Technical Report (CAR-TR-304). College Park, MD:
    Human-Computer Interaction Laboratory, Center for Automation Research, University of
    Maryland.

Harper, B. D. and Norman, K. L. (1993). Improving User Satisfaction: The Questionnaire for
    User Interaction Satisfaction Version 5.5. Proceedings of the 1st Annual Mid-Atlantic
    Human Factors Conference, (pp. 224-228), Virginia Beach, VA.

Sample Questions

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User Evaluation of an Interactive Computer System
(For each of the following questions, fill in 0-9 or leave blank if question
is not applicable)
Skip question if not applicable

OVERALL REACTIONS TO THE SOFTWARE
          terrible                              wonderful
                         0 1 2 3 4 5 6 7 8 9
          difficult                             easy
                         0 1 2 3 4 5 6 7 8 9
          frustrating                           satisfying
                         0 1 2 3 4 5 6 7 8 9
          inadequate power                      adequate power
                         0 1 2 3 4 5 6 7 8 9
          dull                                  stimulating
                         0 1 2 3 4 5 6 7 8 9
          rigid                                 flexible
                         0 1 2 3 4 5 6 7 8 9


SCREEN
   Characters on the computer screen
          hard to read                          easy to read
                         0 1 2 3 4 5 6 7 8 9
   Highlighting on the screen simplifies task
          not at all                            very much
                         0 1 2 3 4 5 6 7 8 9
   Organization of information on screen
          confusing                             very clear
                         0 1 2 3 4 5 6 7 8 9
   Sequence of screens
          confusing                             very clear
                         0 1 2 3 4 5 6 7 8 9


TERMINOLOGY AND SYSTEM INFORMATION
   Use of terms throughout system
          inconsistent                          consistent
                         0 1 2 3 4 5 6 7 8 9
   Computer terminology is related to the task you are doing
          never                                 always
                         0 1 2 3 4 5 6 7 8 9
   Position of messages on screen
          inconsistent                          consistent
                         0 1 2 3 4 5 6 7 8 9
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Messages on screen which prompt user for input
       confusing   clear
                  0 1 2 3 4 5 6 7 8 9

Computer keeps you informed about what it is doing
       never   always
                  0 1 2 3 4 5 6 7 8 9

Error messages
       unhelpful   helpful
                  0 1 2 3 4 5 6 7 8 9

LEARNING

Learning to operate the system
       difficult   easy
                  0 1 2 3 4 5 6 7 8 9

Exploring new features by trial and error
       difficult   easy
                  0 1 2 3 4 5 6 7 8 9

Remembering names and use of commands
       difficult   easy
                  0 1 2 3 4 5 6 7 8 9

Tasks can be performed in a straight-forward manner
       never   always
                  0 1 2 3 4 5 6 7 8 9

Help messages on the screen
       unhelpful   helpful
                  0 1 2 3 4 5 6 7 8 9

Supplemental reference materials
       confusing   clear
                  0 1 2 3 4 5 6 7 8 9

SYSTEM CAPABILITIES

System speed
       too slow   fast enough
                  0 1 2 3 4 5 6 7 8 9

System reliability
       unreliable   reliable
                  0 1 2 3 4 5 6 7 8 9

System tends to be
       noisy   quiet
                  0 1 2 3 4 5 6 7 8 9

Correcting your mistakes
       difficult   easy
                  0 1 2 3 4 5 6 7 8 9

Experienced and inexperienced users' needs are taken into consideration
       never   always
                  0 1 2 3 4 5 6 7 8 9

USABILITY AND UI

Use of colors and sounds
       poor   good
                  0 1 2 3 4 5 6 7 8 9

System feedback
       poor   good
                  0 1 2 3 4 5 6 7 8 9

System response to errors
       awkward   gracious

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                        0 1 2 3 4 5 6 7 8 9
System messages and reports
        poor                                    good
                        0 1 2 3 4 5 6 7 8 9
System clutter and UI "noise"
        poor                                    good
                        0 1 2 3 4 5 6 7 8 9
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