

## 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

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

#### TERMINOLOGY AND SYSTEM INFORMATION

Use of terms throughout system		consistent
inconsistent	0 1 2 3 4 5 6 7 8 9	
Computer terminology is related to the task you are doing		always
never	0 1 2 3 4 5 6 7 8 9	
Position of messages on screen		consistent
inconsistent	0 1 2 3 4 5 6 7 8 9	
Messages on screen which prompt user for input		clear
confusing	0 1 2 3 4 5 6 7 8 9	
Computer keeps you informed about what it is doing		always
never	0 1 2 3 4 5 6 7 8 9	
Error messages		helpful
unhelpful	0 1 2 3 4 5 6 7 8 9	

#### LEARNING

Learning to operate the system		easy
difficult	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		easy
difficult		
	0 1 2 3 4 5 6 7 8 9	
Tasks can be performed in a straight-forward manner		always
never		
	0 1 2 3 4 5 6 7 8 9	
Help messages on the screen		helpful
unhelpful		
	0 1 2 3 4 5 6 7 8 9	
Supplemental reference materials		clear
confusing		
	0 1 2 3 4 5 6 7 8 9	
SYSTEM CAPABILITIES		
System speed		fast enough
too slow		
	0 1 2 3 4 5 6 7 8 9	
System reliability		reliable
unreliable		
	0 1 2 3 4 5 6 7 8 9	
System tends to be		quiet
noisy		
	0 1 2 3 4 5 6 7 8 9	
Correcting your mistakes		easy
difficult		
	0 1 2 3 4 5 6 7 8 9	
Experienced and inexperienced users' needs are taken into consideration		always
never		
	0 1 2 3 4 5 6 7 8 9	
USABILITY AND UI		
Use of colors and sounds		good
poor		
	0 1 2 3 4 5 6 7 8 9	
System feedback		good
poor		
	0 1 2 3 4 5 6 7 8 9	
System response to errors		gracious
awkward		
	0 1 2 3 4 5 6 7 8 9	
System messages and reports		good
poor		
	0 1 2 3 4 5 6 7 8 9	
System clutter and UI "noise"		good
poor		
	0 1 2 3 4 5 6 7 8 9	