



TECHNOLOGY

QUIS™ - The Questionnaire for User Interaction Satisfaction

OVERVIEW

The Questionnaire for User Interaction Satisfaction (QUIS™) was developed in the Human/Computer Interaction Lab (HCIL) at the University of Maryland as a tool for assessing 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.

QUIS™ contains a demographic questionnaire, a measure of overall system satisfaction along six scales, and hierarchically organized measures of 11 specific interface factors. 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.

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