## EVALUATION INSTRUMENT

**USE Questionnaire: Usefulness, Satisfaction, and Ease of use**

Based on: Lund, A.M. (2001) Measuring Usability with the USE Questionnaire. STC Usability SIG Newsletter, 8:2.

**Name of System:** SUPREME STUDENTS COUNCIL

Instruction: Please rate the system on how strongly you agree or disagree with each of the following statements by placing a check mark in the appropriate box.

**Legend:**

1 – Strongly Disagree 2 – Disagree

3 - Neither agree nor disagree 4 – Agree

5 – Strongly Agree

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| **Usefulness** | **1** | **2** | **3** | **4** | **5** |
| It helps me be more effective. |  |  |  |  |  |
| It helps me be more productive. |  |  |  |  |  |
| It is useful. |  |  |  |  |  |
| It gives me more control over the activities in my life. |  |  |  |  |  |
| It makes the things I want to accomplish easier to get done. |  |  |  |  |  |
| It saves me time when I use it. |  |  |  |  |  |
| It meets my needs. |  |  |  |  |  |
| It does everything I would expect it to do. |  |  |  |  |  |

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| **Ease of Use** | **1** | **2** | **3** | **4** | **5** |
| It is easy to use. |  |  |  |  |  |
| It is simple to use. |  |  |  |  |  |
| It is user friendly. |  |  |  |  |  |
| It requires the fewest steps possible to accomplish what I want to do with it. |  |  |  |  |  |
| It is flexible. |  |  |  |  |  |
| Using it is effortless. |  |  |  |  |  |
| I can use it without written instructions. |  |  |  |  |  |
| I don't notice any inconsistencies as I use it. |  |  |  |  |  |
| Both occasional and regular users would like it. |  |  |  |  |  |
| I can recover from mistakes quickly and easily. |  |  |  |  |  |
| I can use it successfully every time. |  |  |  |  |  |

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| **Ease of Learning** | **1** | **2** | **3** | **4** | **5** |
| I learned to use it quickly. |  |  |  |  |  |
| I easily remember how to use it. |  |  |  |  |  |
| It is easy to learn to use it. |  |  |  |  |  |
| I quickly became skillful with it. |  |  |  |  |  |

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| **Satisfaction** | **1** | **2** | **3** | **4** | **5** |
| I am satisfied with it. |  |  |  |  |  |
| I would recommend it to a friend. |  |  |  |  |  |
| It is fun to use. |  |  |  |  |  |
| It works the way I want it to work. |  |  |  |  |  |
| It is wonderful. |  |  |  |  |  |
| I feel I need to have it. |  |  |  |  |  |
| It is pleasant to use. |  |  |  |  |  |

List the most **negative** aspect(s):

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List the most **positive** aspect(s):

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