

**Department of Computer Science**

**College of Arts and Sciences**

**University of San Carlos**

February 11, 2014

Mrs. Maxie Doreen Cabarron

Director of Libraries

University of San Carlos Library Systen

Nasipit, Talamban

Cebu City, Philippines

Dear Mrs. Cabarron:

We are fourth (4th) year Bachelor of Science in Information and Communications Technology and Bachelor of Science in Information Technology students enrolled in the Department of Computer Science of the University of San Carlos- Technological Center. We are currently taking up the course ICT 146: Capstone Project and IT 184: Capstone Project as part of our requirements for completion.

We would like to conduct a user evaluation regarding our Online Reservation and Asset Management System for your office.

Rest assured, we will keep all your responses and related information that you have provided with confidentiality.

Thank you very much and we are hoping for your favorable response with regards to this request.

Sincerely,

**John Alexis B. Gomolon Jacob Borromeo**

BS ICT-4 Student BS IT-4 Student

**Jesseth Alegarbes**

BS IT-4 Student

**Noted By:**

**Ms. Mary Jane Sabellano**

Capstone Project Instructor

**EVALUATION INSTRUMENT/QUESTIONNAIRE**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Criteria | Description | Rating (1 – Lowest / 5 – Highest ) | | | | |
|  | | 1 | 2 | 3 | 4 | 5 |
| 1. Functionality |  |  |  |  |  |  |
| 1.1 Accuracy | How does the system adequately meet its objectives? |  |  |  |  |  |
| 1.2 Security | How protected is the system and its data contents from unauthorized access? |  |  |  |  |  |
| 2. Reliability |  |  |  |  |  |  |
| 2.1 Data Validity | Does the system check and validate user input to avoid erroneous data entry? |  |  |  |  |  |
| 2.2 Recoverability | How easily does the system provide a way to back-up data stored in it? |  |  |  |  |  |
| 3. Usability |  |  |  |  |  |  |
| 3.1 Understandability | Does the system provide on-screen instructions? |  |  |  |  |  |
| 3.2 Learnability | Can users quickly and easily learn to use the software? |  |  |  |  |  |
| 3.3 Operability | Can users easily navigate between program screens? |  |  |  |  |  |
| 3.4 Attractiveness | Is the overall user interface visually pleasing? |  |  |  |  |  |
| 4. Efficiency |  |  |  |  |  |  |
| 4.1 Ease of Start-up | How easily is the system started up? |  |  |  |  |  |
| 4.2 Resource Utilization | Does the system require minimal hardware resources? |  |  |  |  |  |
| 4.3 Time Behaviour | How quickly does the system accomplish specific actions? |  |  |  |  |  |

Please put a check (√) mark on the rating boxes.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Criteria | Description | Rating (1 – Worst / 5 – Best ) | | | | |
|  | | 1 | 2 | 3 | 4 | 5 |
| 5. Maintainability |  |  |  |  |  |  |
| 5.1 Installability | How easily is the system installed (in case re-installation is needed)? |  |  |  |  |  |
| 5.2 Testability | Can the system be tested and verified using test/sample data? |  |  |  |  |  |
| 6. Support and Manuals |  |  |  |  |  |  |
| 6.1 Understandability | Does the user manual provide clear and concise instructions on how to operate the software? |  |  |  |  |  |
| 6.2 Visual References | Does the user manual provide actual screenshots showing how to operate the software? |  |  |  |  |  |

|  |  |
| --- | --- |
| Comments/Suggestions | |
| 1. Functionality |  |
| 2. Reliability |  |
| 3. Usability |  |

|  |  |
| --- | --- |
| Comments/Suggestions | |
| 4. Efficiency |  |
| 5. Maintainability |  |
| 6. Support and Manuals |  |

Table Summary

|  |  |
| --- | --- |
| Criteria | Total Score |
| 1. Functionality | Total score ÷ no. of sub-questions |
| 2. Reliability | Total score ÷ no. of sub-questions |
| 3. Usability | Total score ÷ no. of sub-questions |
| 4. Efficiency | Total score ÷ no. of sub-questions |
| 5. Maintainability | Total score ÷ no. of sub-questions |
| 6. Support and Manuals | Total score ÷ no. of sub-questions |

Average Score Interpretation:

4.51 – 5.0 = Highly Acceptable (HA)

3.51 – 4.50 = Very Acceptable (VA)

2.51 – 3.50 = Acceptable (A)

1.51 – 2.50 =Moderately Acceptable (MA)

1.00- 1.50 = Not Acceptable (NA)

Average Score

Evaluated and Tested by:

Mr. James Mendoza

Da Vinci’s Pizza Corp., Operations Manager