QUIS – Questionnaire of User Interface Satisfaction

PART A: SCREEN

| | 01 | | | | | | | | | | | |
|-------|---|--|--|--|-------------------------|-------------|---|-------------------------|--|--|------------------|------------------------------------|
| 1. | Chara | cters on the touch screen | hard to | read 2 | 3 | 4 | 5 | easy 6 | to re | | 9 | NA |
| | 1.1 | Image of characters | fuzzy | 2 | 3 | 4 | 5 | 0 | sha | _ | 9 | INA |
| | | mage of one dotter | 1 | 2 | 3 | 4 | 5 | 6 | _ | | 9 | NA |
| | 1.2 | Character shapes (fonts) | barely | legib | le | | | very | legil | ble | | |
| | | | 1 | 2 | 3 | 4 | 5 | 6 | - | _ | 9 | NA |
| | 1.3 | Contrast with the background | irritating | | _ | | _ | _ | oleasi | _ | _ | |
| | | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | NA |
| 2 | Hiahli | ghting on the screen makes task easier | not at a | Ш | | | | vei | ry mu | ıch | | |
| | 9 | grang on the coroon makes tack sacion | 1 | 2 | 3 | 4 | 5 | 6 | | | 9 | NA |
| | 2.1 | Use of color for highlighting | unhelpf | ul | | | | | help | ful | | |
| | | | 1 | 2 | 3 | 4 | 5 | 6 | - | _ | 9 | NA |
| | 2.2 | Use of blinking | unhelpt | | ^ | | _ | • | help | | ^ | NIA |
| | 2.2 | Lisa of color background change | 1 | 2 | 3 | 4 | 5 | 6 | | | 9 | NA |
| | 2.3 | Use of color background change | unhelpt 1 | 2 | 3 | 4 | 5 | 6 | help | | 9 | NA |
| | | | | 2 | 0 | 7 | 0 | 0 | , | 0 | 9 | IVA |
| 3. | Scree | n layouts make tasks easier | never | | | | | | alwa | ays | | |
| | | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | NA |
| | 3.1 | Amount of information displayed on screen | inadequ | | _ | | _ | | dequa | | _ | |
| | 2.0 | A | 1 | 2 | 3 | 4 | 5 | 6 | | _ | 9 | NA |
| | 3.2 | Arrangement of information on screen | illogica 1 | 2 | 3 | 4 | 5 | 6 | logi 7 | _ | 9 | NA |
| | 3.3 | Consistent arrangement of information | never | 2 | 3 | 4 | 5 | O | alwa | _ | 9 | INA |
| | 0.0 | Consistent arrangement of information | 1 | 2 | 3 | 4 | 5 | 6 | | | 9 | NA |
| | | | | | | | | | | | | |
| | | | | | | | | | | | | |
| | | | | | | | | | | | | |
| 4. \$ | Seque | nce of screens | confusi | ng | | | | | | ear | | |
| 4. \$ | | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | NA |
| 4. \$ | | nce of screens Next screen in a sequence | 1 unpredi | 2 ctabl | е | | - | pre | 7 edicta | 8 ble | | |
| 4. 3 | 4.1 | Next screen in a sequence | 1 unpredi 1 | 2 ictabl 2 | _ | 4 | 5 5 | _ | 7 edicta 7 | 8 ble 8 | 9 | NA NA |
| 4. \$ | 4.1 | | 1 unpredi 1 difficult | 2 ictabl 2 | e 3 | 4 | 5 | pre 6 | 7 edicta 7 ea | 8 ble 8 asy | 9 | NA |
| 4. \$ | 4.1 4.2 | Next screen in a sequence Going back to the previous screen | 1 unpredi 1 | 2 ictabl 2 | е | | - | pre | 7 edicta 7 ea 7 | 8 ble 8 asy 8 | | |
| 4. \$ | 4.1 4.2 | Next screen in a sequence | 1 unpredi 1 difficult 1 | 2 ictabl 2 | e 3 | 4 | 5 | pre 6 | 7 edicta 7 ea 7 | 8 ble 8 asy | 9 | NA |
| 4. \$ | 4.1 4.2 4.3 | Next screen in a sequence Going back to the previous screen Going back to the main screen Knowing where you are in the task (what | 1 unpredi 1 difficult 1 difficult | 2 ictabl 2 2 | e 3 3 | 4 | 5 5 5 | pre 6 6 | 7 edicta 7 ea 7 ea 7 | 8 ble 8 asy 8 asy | 9 | NA NA |
| 4. \$ | 4.1 4.2 4.3 | Next screen in a sequence Going back to the previous screen Going back to the main screen | 1 unpredi 1 difficult 1 difficult | 2 ictabl 2 2 | e 3 3 | 4 | 5 | pre 6 | 7 edicta 7 ea 7 ea 7 | 8 ble 8 asy 8 asy 8 | 9 | NA NA |
| | 4.1 4.2 4.3 4.4 | Next screen in a sequence Going back to the previous screen Going back to the main screen Knowing where you are in the task (what you have done, and what you need yet to do) | 1 unpredi 1 difficult 1 difficult 1 confusi 1 | ictable 2 2 2 2 ng | e 3 3 | 4 4 | 5 5 5 | pre 6 6 | 7 edicta 7 ea 7 ea 7 ea 7 cla 7 | 8 ble 8 asy 8 asy 8 ear 8 | 9 9 9 | NA NA NA |
| | 4.1 4.2 4.3 4.4 | Next screen in a sequence Going back to the previous screen Going back to the main screen Knowing where you are in the task (what | 1 unpredi 1 difficult 1 difficult 1 confusi 1 | 2 ctable 2 2 2 ng 2 | e 3 3 3 | 4 4 4 | 5 5 5 5 | pre 6 6 6 | 7 edicta 7 ea 7 ea 7 cla | 8 asy 8 asy 8 ear 8 | 9 9 9 | NA NA NA |
| | 4.1 4.2 4.3 4.4 Screen | Next screen in a sequence Going back to the previous screen Going back to the main screen Knowing where you are in the task (what you have done, and what you need yet to do) as items are easy to select | 1 unpredi 1 difficult 1 difficult 1 confusi 1 never | ictable 2 2 2 2 ng | e 3 3 | 4 4 | 5 5 5 | pre 6 6 | 7 edicta 7 ea 7 ea 7 cla 7 alwa 7 | 8 asy 8 asy 8 ear 8 | 9 9 9 | NA NA NA |
| | 4.1 4.2 4.3 4.4 Screen | Next screen in a sequence Going back to the previous screen Going back to the main screen Knowing where you are in the task (what you have done, and what you need yet to do) | 1 unpredi 1 difficult 1 difficult 1 confusi 1 | 2 ctabl 2 2 2 ng 2 | e 3 3 3 3 | 4 4 4 | 5 5 5 5 | pre 6 6 6 6 | 7 edicta 7 ea 7 ea 7 cla 7 alwa 7 | 8 asy 8 ear 8 ays 8 ays | 9 9 9 | NA NA NA NA |
| | 4.1 4.2 4.3 4.4 Screer 5.1 | Next screen in a sequence Going back to the previous screen Going back to the main screen Knowing where you are in the task (what you have done, and what you need yet to do) as items are easy to select | 1 unpredi 1 difficult 1 difficult 1 confusi 1 never | 2 ctable 2 c ctable 2 | e 3 3 3 | 4 4 4 | 5 5 5 5 | pre 6 6 6 | 7 edicta 7 ea 7 ea 7 cla 7 alwa 7 | 8 asy 8 asy 8 ear 8 | 9 9 9 9 | NA NA NA |
| 5. 3 | 4.1 4.2 4.3 4.4 Screer 5.1 | Next screen in a sequence Going back to the previous screen Going back to the main screen Knowing where you are in the task (what you have done, and what you need yet to do) as items are easy to select Items are easy to find | 1 unpredi 1 difficult 1 difficult 1 confusi 1 never 1 never | 2 ctable 2 cmg 2 c | e 3 3 3 3 | 4 4 4 | 5 5 5 5 | pre 6 6 6 6 | 7 edicta 7 ea 7 ea 7 cla 7 alwa 7 | 8 asy 8 ear 8 ays 8 ays | 9 9 9 9 | NA NA NA NA |
| 5. 3 | 4.1 4.2 4.3 4.4 Screer 5.1 5.2 ugh | Next screen in a sequence Going back to the previous screen Going back to the main screen Knowing where you are in the task (what you have done, and what you need yet to do) as items are easy to select Items are easy to find Item selection area size | 1 unpredi 1 difficult 1 confusi 1 never 1 never 1 too small | 2 ctable 2 c ctable 2 | e 3 3 3 3 | 4 4 4 | 5 5 5 5 | pre 6 6 6 6 | 7 edicta 7 ea 7 7 cla 7 alwa 7 | 8 ble 8 asy 8 asy 8 ear 8 ays 8 asys 8 | 9 9 9 9 | NA NA NA NA |
| 5. 3 | 4.1 4.2 4.3 4.4 Screer 5.1 5.2 | Next screen in a sequence Going back to the previous screen Going back to the main screen Knowing where you are in the task (what you have done, and what you need yet to do) as items are easy to select Items are easy to find Item selection area size | unpredi 1 difficult 1 confusi 1 never 1 never 1 too smal | ictable 2 2 2 2 2 2 all 2 | e 3 3 3 3 3 3 3 | 4 4 4 4 4 | 5 5 5 5 5 5 | pre 6 6 6 6 6 | 7 edicta 7 ea 7 cla 7 alwa 7 alwa 7 | 8 ble 8 assy 8 earr 8 asys 8 asys 8 asys 8 asys 8 asys 8 asys 8 | 9 9 9 9 9 | NA NA NA NA NA NA Arge NA |
| 5. 3 | 4.1 4.2 4.3 4.4 Screer 5.1 5.2 sugh 5.3 | Next screen in a sequence Going back to the previous screen Going back to the main screen Knowing where you are in the task (what you have done, and what you need yet to do) as items are easy to select Items are easy to find Item selection area size Seeing cursor (finger light) location | 1 unpredi 1 difficult 1 confusi 1 confusi 1 never 1 never 1 too small | 2 ctable 2 cmg 2 c | e 3 3 3 3 3 3 3 | 4 4 4 4 | 5 5 5 5 5 5 | pre 6 6 6 6 6 | 7 edicta 7 ea 7 cla 7 alwa 7 alwa 7 | 8 ble 8 assy 8 assy 8 asys 8 asys 8 asys 8 asys 8 asys 8 | 9 9 9 9 | NA NA NA NA NA arge |
| 5. 3 | 4.1 4.2 4.3 4.4 Screer 5.1 5.2 sugh 5.3 | Next screen in a sequence Going back to the previous screen Going back to the main screen Knowing where you are in the task (what you have done, and what you need yet to do) as items are easy to select Items are easy to find Item selection area size | unpredi 1 difficult 1 confusi 1 never 1 never 1 too smal | ictable 2 2 2 2 2 all 2 2 | e 3 3 3 3 3 3 3 3 3 | 4 4 4 4 4 4 | 5 5 5 5 5 5 5 | pre 6 6 6 6 6 6 6 6 | 7 edicta 7 ea 7 ea 7 cle 7 alwa 7 alwa 7 | 8 bble 8 asy 8 ear 8 asys 8 asy | 9 9 9 9 1 | NA NA NA NA Arrge NA NA |
| 5. 3 | 4.1 4.2 4.3 4.4 Screer 5.1 5.2 ugh 5.3 5.4 | Next screen in a sequence Going back to the previous screen Going back to the main screen Knowing where you are in the task (what you have done, and what you need yet to do) as items are easy to select Items are easy to find Item selection area size Seeing cursor (finger light) location Knowing whether an item is selected | 1 unpredi 1 difficult 1 confusi 1 confusi 1 never 1 too small | ictable 2 2 2 2 2 2 2 2 | e 3 3 3 3 3 3 3 | 4 4 4 4 4 | 5 5 5 5 5 5 | pre 6 6 6 6 6 | 7 edicta 7 ea 7 cla 7 alwa 7 alwa 7 ea 7 ea 7 ea 7 ea 7 ea 7 | 8 bble 8 asy 8 ear 8 asys 8 asys 8 asys 8 asys 8 asys 8 | 9 9 9 9 9 | NA NA NA NA NA NA Arge NA |
| 5. 3 | 4.1 4.2 4.3 4.4 Screer 5.1 5.2 ugh 5.3 5.4 | Next screen in a sequence Going back to the previous screen Going back to the main screen Knowing where you are in the task (what you have done, and what you need yet to do) as items are easy to select Items are easy to find Item selection area size Seeing cursor (finger light) location Knowing whether an item is selected System responds to selection when | 1 unpredi 1 difficult 1 confusi 1 confusi 1 never 1 never 1 too small | ictable 2 2 2 2 2 2 2 2 | e 3 3 3 3 3 3 3 3 3 | 4 4 4 4 4 4 | 5 5 5 5 5 5 5 | pre 6 6 6 6 6 6 6 6 | 7 edicta 7 ea 7 ea 7 cle 7 alwa 7 alwa 7 ea 7 ea 7 relia | 8 bble 8 asy 8 ear 8 asys 8 asys 8 asys 8 asys 8 asys 8 | 9 9 9 9 1 | NA NA NA NA Arrge NA NA |
| 5. 3 | 4.1 4.2 4.3 4.4 Screer 5.1 5.2 sugh 5.3 5.4 5.5 | Next screen in a sequence Going back to the previous screen Going back to the main screen Knowing where you are in the task (what you have done, and what you need yet to do) as items are easy to select Items are easy to find Item selection area size Seeing cursor (finger light) location Knowing whether an item is selected System responds to selection when finger is pulled away from screen Screen is left on long enough to read all | unpredi 1 difficult 1 difficult 1 confusi 1 never 1 too small 1 hard 1 hard 1 unrelial | ictable 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 | e 3 3 3 3 3 3 3 3 3 3 3 | 4 4 4 4 4 4 | 5 5 5 5 5 5 5 5 5 | pre 6 6 6 6 6 6 6 6 6 6 | 7 edicta 7 ea 7 ea 7 cle 7 alwa 7 alwa 7 ea 7 ea 7 relia | 8 bble 8 asy 8 ear 8 asys 8 as | 9 9 9 9 9 | NA NA NA NA Arrge NA NA NA |
| 5. 3 | 4.1 4.2 4.3 4.4 Screer 5.1 5.2 sugh 5.3 5.4 5.5 | Next screen in a sequence Going back to the previous screen Going back to the main screen Knowing where you are in the task (what you have done, and what you need yet to do) as items are easy to select Items are easy to find Item selection area size Seeing cursor (finger light) location Knowing whether an item is selected System responds to selection when finger is pulled away from screen | 1 unprediction 1 difficultion 1 confusion 1 never 1 too small 1 hard 1 unreliate 1 | ictable 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 | e 3 3 3 3 3 3 3 3 3 3 3 | 4 4 4 4 4 4 | 5 5 5 5 5 5 5 5 5 | pre 6 6 6 6 6 6 6 6 6 6 | 7 edicta 7 ea 7 cla 7 alwa 7 alwa 7 alwa 7 ea 7 ea 7 relia 7 enou | 8 bble 8 asy 8 ear 8 asys 8 as | 9 9 9 9 9 | NA NA NA NA Arrge NA NA NA |

PART B: TERMINOLOGY AND SYSTEM INFORMATION

| 6. Use of terms throughout system | inconsis | stent | cons | ister | nt | | | | |
|---|-----------------|------------|------|-------|-------------|----|-------------------|---|--------------|
| 6.1 Screen headings | 1 inconsis | 2 stent | 3 | 4 | 5 | 6 | 7 8 consistent | 9 | NA |
| • | 1 | 2 | 3 | 4 | 5 | 6 | 7 8 | 9 | NA |
| 6.2 Terms on the screen (item labels) | ambigue 1 | ous 2 | 3 | 4 | 5 | 6 | precise 7 8 | 9 | NA |
| 7. Messages (feedback) which appear on screen | inconsis | tent | cons | ister | nt | | | | |
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 8 | 9 | NA |
| 7.1 Location of messages on the screen | inconsis | 3 | 4 | 5 | 6 | 7 | consistent 8 9 | | NA |
| 8. Instructions to the user | confusir | na | | | | | clear | | |
| 8.1 Instructions for commands or choices | 1 confusir | 2 | 3 | 4 | 5 | 6 | 7 8 clear | 9 | NA |
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 8 | 9 | NA |
| 8.2 Instructions for correcting errors | confusir 1 | ng 2 | 3 | 4 | 5 | 6 | clear 7 8 | 9 | NA |
| System keeps you informed about what it is doing | never | | | | | | | | always |
| | 1 2 | 3 | 4 | 5 | 6 | 7 | 8 9 | | NA |
| 9.1 Performing an operation leads to a predictable result | never 1 | 2 | 3 | 4 | 5 | 6 | 7 8 | 9 | always NA |
| 9.2 User can control amount of feedback | never 1 | 2 | 3 | 4 | 5 | 6 | always 7 8 | 9 | NA |
| | | _ | • | 7 | • | • | , 0 | , | NA |
| 10. Error messages | unhelpf | ul 2 | 3 | 4 | 5 | 6 | helpful 7 8 | 9 | NA |
| 10.1 Error messages clarify the problem | never | _ | | | | | always | | |
| 10.2 Phrasing of error messages | 1 unpleas | 2 ant | 3 | 4 | 5 | 6 | 7 8 pleasant | 9 | NA |
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 8 | 9 | NA |
| PART C: LEARNING | | | | | | | | | |
| 11. Learning to operate the system | difficult | | | | _ | | easy | _ | |
| 11.1 Getting started | 1 difficult | 2 | 3 | 4 | 5 | 6 | 7 8 easy | 9 | NA |
| 11.2 Learning advanced features | 1 difficult | 2 | 3 | 4 | 5 | 6 | 7 8 easy | 9 | NA |
| _ | 1 | 2 | 3 | 4 | 5 | 6 | 7 8 | 9 | NA |
| 11.3 Time to learn to use the system | too long | 2 | 3 | 4 | 5 | 6 | just right 7 8 | 9 | NA |
| 12. Exploration of features by trial and error | discoura | aged | | | | er | ncouraged | | |
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 8 | 9 | NA |
| 12.1 Exploration of features | uncomfo | 2 | 3 | 4 | 5 | 6 | enjoyable 7 8 | 9 | NA |
| 12.2 Discovering new features | difficult 1 | 2 | 3 | 4 | 5 | 6 | easy 7 8 | 9 | NA |
| 13. Remembering terms and use of commands | difficult | | | | | | vasv | | |
| · | 1 | 2 | 3 | 4 | 5 | 6 | | 9 | NA |
| 13.1 Remembering specific rules about entering commands | difficult 1 | 2 | 3 | 4 | 5 | 6 | easy 7 8 | 9 | NA |
| 14. Tasks can be performed in a straight-forward manner | nev | er | | | | | always | | |
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 8 | 9 | NA |
| 14.1 Number of steps per task | too mar | • | _ | | | 6 | just right 7 8 | 9 | NIA |
| 44.0 Otana ta camalata a taoli fallacci a lagical | 1 | 2 | 3 | 4 | 5 | 6 | | 9 | NA |
| 14.2 Steps to complete a task follow a logical sequence | 1 never 1 | | | | | | always | | |
| sequence 14.3 Completion of task | never | 2 | 3 3 | 4 4 | 5 5 5 | 6 | always | 9 | NA NA |

| 15. Help messages on the screen | confusing | | | | | cle | ear 1 | 2 | 3 | 4 |
|---|--|---------------------------------------|-----------|-----------------------|---------------------------------------|---|--|-----------------------|----------------------|----|
| 15.1 Accessing help messages | NA difficult 1 2 | 3 | 4 | 5 | 6 | | isy 8 | 9 | NA | |
| 15.2 Content of help messages | confusing 1 2 | 3 | 4 | 5 | 6 | | ear B | 9 | NA | |
| 15.3 Amount of help | inadequate 1 2 | 3 | 4 | 5 | _ | adequa | ate | 9 | NA | |
| 16. Supplemental reference materials | confusing 1 2 | 3 | 4 | 5 | 6 | | ear 8 | 9 | NA | |
| 16.1 User's guide | confusing 1 2 | 3 | 4 | 5 | 6 | cle | ear | 9 | NA | |
| PART D: SYSTEM CAPABILITIES | | | | | | | | | | |
| 17. System speed | too slow | | | _ | | t enou | | | | |
| 17.1 System response time for most operations | 1 2 too slow 1 2 | 3 | 4 | 5 5 | 6 fas 6 | t enou | ıgh | 9 | NA NA | |
| 18. System sounds tend to be | noisy | 1 | 2 | 3 | ар 4 | propri 5 6 | | 7 8 | 8 9 | 1 |
| NA 18.1 System beeps | annoying | | _ | | · | pleas | | | , , | |
| 18.2 System spoken responses | 1 2 annoying | 3 | 4 | 5 | 6 | | 8 | 9 | NA | ١. |
| 10.2 System spoker responses | 1 2 | 3 | 4 | 5 | 6 | | | 9 | NA | ١. |
| 19. Correcting your mistakes | difficult | | | | | ea | asy | • | • | |
| 19.1 Ability to undo what you just did | NA inadequate | , | | _ | | adequ | | 2 | 3 | |
| | 1 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | NA | |
| The needs of both experienced and inexperienced users are taken into consideration Novices can accomplish tasks | 1 2 never 1 2 with difficul | 3 Ity | 4 | 5 | 6 | alwa 7 ea | ays 8 sily | 9 | NA | |
| The needs of both experienced and inexperienced users are taken into consideration | 1 2 never 1 2 | 3 Ity 3 Ity | | 5 | 6 | alwa 7 ea 7 | ays 8 sily 8 sily | | | λ. |
| The needs of both experienced and inexperienced users are taken into consideration 20.1 Novices can accomplish tasks | never 1 2 with difficul 1 2 with difficul | 3 Ity 3 Ity | 4 | 5 | 6 | alwa 7 ea 7 ea | ays 8 sily 8 sily | 9 | NA NA | λ. |
| 20. The needs of both experienced and inexperienced users are taken into consideration 20.1 Novices can accomplish tasks 20.2 Experts can use features / shortcuts | never 1 2 with difficul 1 2 with difficul 1 2 not at all | 3 Ity 3 Ity | 4 | 5 | 6 6 | alwa 7 ea 7 ea 7 | ays 8 sily 8 sily 8 | 9 | NA NA | |
| 20. The needs of both experienced and inexperienced users are taken into consideration 20.1 Novices can accomplish tasks 20.2 Experts can use features / shortcuts PART E: GENERAL IMPRESSIONS | never 1 2 with difficul 1 2 with difficul 1 2 not at all 1 2 not at all | 3 lty 3 lty 3 | 4 4 4 | 5 5 5 | 6 6 6 ve | alwa 7 ea 7 ea 7 | ays 8 sily 8 sily 8 | 9 9 9 | NA NA NA | |
| 20. The needs of both experienced and inexperienced users are taken into consideration 20.1 Novices can accomplish tasks 20.2 Experts can use features / shortcuts PART E: GENERAL IMPRESSIONS 21. Screens are aesthetically pleasing | never 1 2 with difficul 1 2 with difficul 1 2 not at all 1 2 not at all 1 2 unattractive | 3 lty 3 3 3 3 | 4 4 4 4 | 5 5 5 5 | 6 6 6 Ve 6 | alwa 7 ea 7 ea 7 7 | ays 8 sily 8 sily 8 | 9 9 9 | NA NA NA | |
| 20. The needs of both experienced and inexperienced users are taken into consideration 20.1 Novices can accomplish tasks 20.2 Experts can use features / shortcuts PART E: GENERAL IMPRESSIONS 21. Screens are aesthetically pleasing 21.1 Screen designs and layout are attractive | never 1 2 with difficul 1 2 with difficul 1 2 not at all 1 2 not at all 1 2 | 3 lty 3 3 3 3 3 3 | 4 4 4 | 5 5 5 | 6 6 6 8 9 | alwa 7 ea 7 ea 7 ery mu 7 attract 7 attract | ays 8 8 sily 8 sily 8 uch 8 ive 8 | 9 9 9 | NA NA NA | |
| 20. The needs of both experienced and inexperienced users are taken into consideration 20.1 Novices can accomplish tasks 20.2 Experts can use features / shortcuts PART E: GENERAL IMPRESSIONS 21. Screens are aesthetically pleasing 21.1 Screen designs and layout are attractive 21.2 Use of colors | never 1 2 with difficul 1 2 with difficul 1 2 not at all 1 2 not at all 1 2 unattractive 1 2 unattractive 1 2 unattractive | 3 lty 3 3 3 3 3 3 3 | 4 4 4 4 | 5 5 5 5 5 | 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 | alwa 7 ea 7 ea 7 ery mu 7 attract 7 attract | ays 8 sily 8 sily 8 silv 8 sive 8 ive 8 so | 9 9 9 9 9 | NA NA NA NA | |
| 20. The needs of both experienced and inexperienced users are taken into consideration 20.1 Novices can accomplish tasks 20.2 Experts can use features / shortcuts PART E: GENERAL IMPRESSIONS 21. Screens are aesthetically pleasing 21.1 Screen designs and layout are attractive 21.2 Use of colors 21.3 Use of color combinations | never 1 2 with difficul 1 2 with difficul 1 2 with difficul 1 2 unot at all 1 2 unattractive 1 2 unattractive 1 2 | 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 | 4 4 4 4 4 | 5 5 5 5 5 5 5 | 6 6 6 6 6 7 very 4 | alwa 7 ea 7 eary mu 7 eattract 7 attract 7 much 5 6 | ays 8 sily 8 sily 8 silv 8 sive 8 sive 8 so 7 so | 9 9 9 9 9 | NA NA NA NA | |

23. System is fun to use

not at all

very much so

1 2 3 4 5 6 7 8 9

NA

23.1 System maintains ones interest

never

1 2 3 4 5 6 7 8 9

NA

23.2 System would remain interesting

never

1 2 3 4 5 6 7 8 9

NA

1 2 3 4 5 6 7 8 9

NA

all credits to the author:

Wallace, D. F., Norman, K. L., & Plaisant, C. (1988). *The american voice and robotics" guardian" system: a case study in user interface usability evaluation*. University of Maryland.