

PART B: TERMINOLOGY AND SYSTEM INFORMATION

6. Use of terms throughout system	inconsistent	consistent									
6.1 Screen headings	1	2	3	4	5	6	7	8	9	NA	
6.2 Terms on the screen (item labels)	inconsistent						consistent			NA	
	1	2	3	4	5	6	7	8	9		
	ambiguous						precise			NA	
	1	2	3	4	5	6	7	8	9		
7. Messages (feedback) which appear on screen	inconsistent	consistent									
7.1 Location of messages on the screen	1	2	3	4	5	6	7	8	9	NA	
	inconsistent						consistent				
	1	2	3	4	5	6	7	8	9	NA	
8. Instructions to the user	confusing							clear			
8.1 Instructions for commands or choices	1	2	3	4	5	6	7	8	9	NA	
8.2 Instructions for correcting errors	confusing							clear			
	1	2	3	4	5	6	7	8	9	NA	
9. System keeps you informed about what it is doing	never									always	
9.1 Performing an operation leads to a predictable result	1	2	3	4	5	6	7	8	9	NA	
9.2 User can control amount of feedback	never							always			
	1	2	3	4	5	6	7	8	9	NA	
10. Error messages	unhelpful							helpful			
10.1 Error messages clarify the problem	1	2	3	4	5	6	7	8	9	NA	
10.2 Phrasing of error messages	never							always			
	1	2	3	4	5	6	7	8	9	NA	
	unpleasant							pleasant			
	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	2	3	4	5	6	7	8	9	NA	
11.2 Learning advanced features	difficult							easy			
11.3 Time to learn to use the system	1	2	3	4	5	6	7	8	9	NA	
	too long							just right			
	1	2	3	4	5	6	7	8	9	NA	
12. Exploration of features by trial and error	discouraged							encouraged			
12.1 Exploration of features	1	2	3	4	5	6	7	8	9	NA	
12.2 Discovering new features	uncomfortable							enjoyable			
	1	2	3	4	5	6	7	8	9	NA	
	difficult							easy			
	1	2	3	4	5	6	7	8	9	NA	
13. Remembering terms and use of commands	difficult							easy			
13.1 Remembering specific rules about entering commands	1	2	3	4	5	6	7	8	9	NA	
	difficult							easy			
	1	2	3	4	5	6	7	8	9	NA	
14. Tasks can be performed in a straight-forward manner	never							always			
14.1 Number of steps per task	1	2	3	4	5	6	7	8	9	NA	
14.2 Steps to complete a task follow a logical sequence	too many							just right			
14.3 Completion of task	1	2	3	4	5	6	7	8	9	NA	
	never							always			
	1	2	3	4	5	6	7	8	9	NA	
	unclear							clear			
	1	2	3	4	5	6	7	8	9	NA	

15. Help messages on the screen	confusing							clear				
								1	2	3	4	
15.1 Accessing help messages	NA											
	difficult							easy				
	1	2	3	4	5	6	7	8	9			NA
15.2 Content of help messages	confusing							clear				
	1	2	3	4	5	6	7	8	9			NA
15.3 Amount of help	inadequate							adequate				
	1	2	3	4	5	6	7	8	9			NA
16. Supplemental reference materials	confusing							clear				
	1	2	3	4	5	6	7	8	9			NA
16.1 User's guide	confusing							clear				
	1	2	3	4	5	6	7	8	9			NA

PART D: SYSTEM CAPABILITIES

17. System speed	too slow							fast enough				
	1	2	3	4	5	6	7	8	9			NA
17.1 System response time for most operations	too slow							fast enough				
	1	2	3	4	5	6	7	8	9			NA
18. System sounds tend to be	noisy							appropriate				
			1	2	3	4	5	6	7	8	9	
NA												
18.1 System beeps	annoying							pleasant				
	1	2	3	4	5	6	7	8	9			NA
18.2 System spoken responses	annoying							pleasant				
	1	2	3	4	5	6	7	8	9			NA
19. Correcting your mistakes	difficult							easy				
								1	2	3	4	
NA												
19.1 Ability to undo what you just did	inadequate							adequate				
	1	2	3	4	5	6	7	8	9			NA
20. The needs of both experienced and inexperienced users are taken into consideration	never							always				
	1	2	3	4	5	6	7	8	9			NA
20.1 Novices can accomplish tasks	with difficulty							easily				
	1	2	3	4	5	6	7	8	9			NA
20.2 Experts can use features / shortcuts	with difficulty							easily				
	1	2	3	4	5	6	7	8	9			NA

PART E: GENERAL IMPRESSIONS

21. Screens are aesthetically pleasing	not at all							very much				
	1	2	3	4	5	6	7	8	9			NA
21.1 Screen designs and layout are attractive	not at all							very much				
	1	2	3	4	5	6	7	8	9			NA
21.2 Use of colors	unattractive							attractive				
	1	2	3	4	5	6	7	8	9			NA
21.3 Use of color combinations	unattractive							attractive				
	1	2	3	4	5	6	7	8	9			NA
22. System is impressive	not at all							very much so				
			1	2	3	4	5	6	7	8	9	
NA												
22.1 System can do a great deal	not at all							very much so				
	1	2	3	4	5	6	7	8	9			NA
22.2 Such a system in a home would be	useless							very useful				
	1	2	3	4	5	6	7	8	9			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

always

1 2 3 4 5 6 7 8 9 NA

23.2 System would remain interesting

unlikely

likely

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.