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 Competence Service Uprightness



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IT 114 – Advanced Human and Computer Interaction

PERFORMANCE-BASED USABILITY TESTING

SCORE AND EVALUATION SHEET

Evaluator's Name: _____ Date: _____

Classification / User Type: _____ Age: _____ Gender: _____

I. PERFORMANCE TASKS

Task Number	Task Description / Name	Start Time	End Time	Duration (Minutes)	Duration (Seconds)
1					
2					
3					
4					
5					

II. PERFORMANCE TASK FEEDBACK

Task Number	Comments
1	
2	
3	
4	
5	

III. SATISFACTION SURVEY

	Strongly Disagree			Strongly Agree		
1. I think that I would like to use this product frequently.	1	2	3	4	5	
2. I found the product unnecessarily complex.	1	2	3	4	5	
3. I thought the product was easy to use.	1	2	3	4	5	
4. I think that I would need the support of a technical person to be able to use this product.	1	2	3	4	5	
5. I found the various functions in the product were well integrated.	1	2	3	4	5	
5. I found the various functions in the product were well integrated.	1	2	3	4	5	
6. I thought there was too much inconsistency in this product.	1	2	3	4	5	
7. I imagine that most people would learn to use this product very quickly.	1	2	3	4	5	
8. I found the product very awkward to use.	1	2	3	4	5	
9. I felt very confident using the product.	1	2	3	4	5	
10. I needed to learn a lot of things before I could get going with this product.	1	2	3	4	5	