1. Introduction

This questionnaire is part of a Student honours project from Glasgow Caledonia	n University and is aimed at
identifying user satisfaction when using specific Batch Scheduling tools.	

The tool in question for this survey is Autosys.

Please note that your results will remain Anonymous and you have the right to withdraw from the questionnaire at any time.

First there are a few background questions before you start with the questionnaire.

Please answer the following questions about yourself-

1. I	Enter	your	age	here:	
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- 2. How many years experience have you had with batch scheduling tools:
- 3. Gender:
- € Male € Female
- 4. How long have you worked with the tool in question?
- e less than 1 year e 3-5 years
- € 1-2 years € 5+ years
- 5. On average, how much time do you spend per week using this tool?
- € 1-10 hours € 20-30 hours
- € 10-20 hours € 30 hours+
- 6. Have you used any other batch scheduling tools/ systems and if so which?

2. User Reactions

Please select the rating which most appropriately reflects your impression of using this batch scheduling tool in regards to your views of the system

Not Applicable = NA

1. General view of the tool

	Awful									Excellent	N/A
Whats is your general opinion of the system overall?	j ta	ja	jm	jα	jα	j n	j n	jα	jn	ј'n	j'n

2. Working with the tool

	Frustrating	J								Satisfying	N/A
How frustrating is the	to	ko	to	to	to	to	to	ko	to	to	to
system to use?	Jan	J	Jan	Jei	Jei	Jan	J	1	Jan	Jei	J

3. Ease of use

	Difficult									Easy	N/A
How easy is to tool to use?	jm	jn	jn	jm	j ro	jm	jn	j n	j to	j m	ja

4. Power of the tool to perform the tasks required

	•				•						
I	nadequate									Adequate	N/A
	Power									Power	IN/A
How powerful do you think the tool is at performing	jn	ja	jn	Ĵ'n							
the task?											

5. Please enter any additional comments or views regarding the tool here:

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3. Screen Layout

Please select the rating which most appropriately reflects your impression of using this batch scheduling tool in regards to the screen layout

Not Applicable = NA

1. Helpful/useful Screen layouts

	Never									Always	N/A
Do you find the screen	to	to	ko	to	ro.	to	to	to	to	ho	ho
layouts helpful/ useful?	Jei	Jan	J	Jan	J	Jai	Jai	Jan	Jan	Jan	Jai

2. Amount of information that is/can be displayed on screen

	Inadequate									Adequate	N/A
How do you rate the	ko	ko	to	ko	ja	to	to	ţ:o	to	lso.	ko
amount of information	J	J - 1	J - 1).,	J - 1	J - 1) - 1) -1	J	J) -1
that is/can be displayed											
on screen?											

3. Arrangement of information on screen

	Illogical									Logical	N/A
How do you find the arrangement of	j ta	jn	j m	jα							
information on screen?											

4. Ability to navigate between tasks

1	mpossible									Easy	N/A
How do you rate the ability	jn	ja	jm	jta	jm	jta	j to	jn	ј'n	jn	ja
to move between amerent											
tasks within the tool?											

5. Please enter any other comments regarding the tools screen layout/interface here:

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4. Terminology & information

Please select the rating which most appropriately reflects your impression of using this batch scheduling tool in regards to the Terminology & information used thoughout.

Not Applicable = NA

1	HSP	Ωf	termino	loay	throu	ahout	system
Ι.	036	Οī	(CI IIIIIII)	10gy	unou	gnout	System

	Inconsistent									Consistent	N/A
How do you find the use	j m	j m	jm	j m	jm	j n	j n	Jm	Jm	j m	jn.
terminology throughout system?											

2. Batch Scheduling related terminology

	Frequent									Infrequent	N/A
How often is Batch	ho	to	to	to	ţa	to	to	to	to	jo.	to
Scheduling related	Jan	Jei	Jai	Jai	Jai	Jai	Jai	Jai	Jan	J = 1	Jai
terminology used											
throughout the system?											

3. On Screen Terminology

	Ambiguous	;								Precise	N/A
How do you rate the on	to	ko	ko	to	ħ	ko	to	to	ho	to	ko
screen terminology?	Jan	Jai) = 1	Jai	Jan	Jan	Jan	Jan	Jan	Jan	Jan

4. On Screen Messages

C	onfusing									Clear	N/A
How do you rate on screen	ło.	ko	ło.	ko	ko	ko	ko	to	to	to	ho
messages?) * 1	Jai	Jan	Jan	J 81	Jan) 51	Jan	Jan) 51	Jan

5. Position of instructions on the screen

In	nconsistent									Consistent	N/A
How do you feel about the	ko	ko	ko	to	to	to	ko	ko	ko	j m	ko
position of instructions on) . '	J - 1	J - 1) -1) -1	Jan) . '	J - 1) - 1	J - 1)
the screen?											

6. Instructions for commands or functions

	Confusing									Clear	N/A
How do you rate instructions for commands	j n	j n	jn	jn	j'n	jn	jn	j'n	j'n	jn	j'n
or functions?											

7. Instructions for correcting errors

	Confusing									Clear	N/A
How do you rate the instructions for correcting errors?	j ta	jn	jα	ja	j'n	jα	jα	j'n	jn	jα	j'n

8. Length of delay between operation

How do you feel about the jog	Ur	acceptable									Acceptable	N/A
	length of delay between	j n	jn	j tn	j n	j m	j m	j m	jn	jn	j'n	j n

9. Error messages

	Unhelpful									Helpful	N/A
How do you rate error	to	ko	ko	ko	ko	ko	ko	ko	to	ko	ko
messages?	J).,	J).,).,	J	J	J	J	J)

0. Do you think e	rror m	nessag	jes cla	rify th	e prot	oiem?				Always	N/A
ow well do you think error lessages clarify the roblem?	ja	jn	jn	jn	jn	j n	jn	j ta	jn	jn	ja
1. Please enter a	ny oth	ner cor	nment	s rega	ırding	the te	rmino	ology a	ınd int	format	ion
ere:			-								
		_									
			_								

5. Learning

Please select the rating which most appropriately reflects your impression of using this batch scheduling tool in regards to learning the software.

Not Applicable = NA.

1. Learning to operate the syster	1.	Learning	to	operate	the	system
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	Difficult									Easy	N/A
How difficult do you think it is learning to operate the system?	j'n	ja	j n	jα	jα	j n	jα	jα	jm	ja	j n

2. Getting started

	Difficult									Easy	N/A
How difficult is it learning	ł:n	to	in.	to	to	ho	ko	ko	to	ko	to
the basics?	J	J	Jan	Jan) 81	Jan	Jan	Jan	J	Jan	Jan

3. Learning advanced features

	Difficult									Easy	N/A
How difficult is it to learn	ko	į.	ko	to	ļ:n	ro.	ło.	Į.	to	ko	to
advanced features?	Jan	Jan	Jei	Jai	Jai	Jai	Jai	Jan	Jei	Jai	Jan

4. Time to learn to use the system

	Slow									Fast	N/A
How quick is the learning	j to	to	to	to	ho	ko	ł:n	ko	to	ko	ho
period?	Jan	Jan	Jan	Jan	J 81	Jan) 51	Jan	J 81) 51	Jan

5. Exploration of features by trial and error

	Discouraging									Encouraging	N/A
How do you rate the	to	to	ko	ko	ko	ţ:o	to	ko	ko	to	ko
ability to explore features	J	Jan	Jai	Jan	Jan	Jan	Jan	Jan	Jan	Jai	Jan
using trial and error?											

6. Exploration of features

	Risky									Safe	N/A
How do you rate the ability to explore the features?	lto.	ko	to	to	ko	ko	to	ţ:o	ko	ko	ko
to explore the features?) - 1	J) - 1)) - ') -))) - 1	J - 1) - 1

7. Remembering names and use of commands

	Difficult									Easy	N/A
How difficult do you find remembering names and	ja	jn	ja	jn	ja	jo	jo	jn	ja	jn	Jn
use of commands?											

8. Tasks can be performed in a straight-forward manner

	Never									Always	N/A
Do you feel tasks can be performed in a straight-	jn	jn	jn	ja	ja	j to	ja	ja	jn	jn	Jm
forward manner?											

9. Number of steps per task

	Too									Just	N/A
	Many									Right	IV/A
How do you feel about the number of steps per task?	ţ:o	to	to	ko	ko	ko	ko	ko	to	ko	to
number of steps per task?	Jan	Jan	Jan	J 51) 51) 51	J 51) 51	Jei) * 1) 51

10. Steps to comp	lete a	task fo	ollow	a logic	al seq	uence				Always	N/A
Oo you feel the steps to complete a task follow a ogical sequence?		ja	j n	j'n	j n	Ja	j n	j n	j n		ja
11. Please enter a	iny fur	ther c	omme	ents re	gardir	ng the	Iearni	ng of	the to	ol here) :
		_									
		_	•								

6. System Capabilities

Please select the rating which most appropriately reflects your impression of using this batch scheduling tool in regards to its capabilties.

Not Applicable = NA

1.	Response	time	for	most	operations

	Too Slow									Fast Enough	N/A
How do you rate the response time for most operations?	j a	j o	ja	ja	jn	jn	ja	ja	jn	ja	Ja

2. The system is reliable

	Never									Always	N/A
Do you feel the system is reliable?	ja	jn	jm	jn	jn	jm	j m	ja	j'n	j m	jm

3. Operations are

	Undependable									Dependable	N/A
How do you rate the	ho	ko	ko	ho	ko	to	ko	to	ko	to	to
operations?	Jei) 11	Jei	J	Jan	J	Jan	Jei	Jan	Jai	Jan

4. System failures occur

	Frequently									Seldom	N/A
How often do failures	to	ko	ko	ł:n	ko	ro.	ło.	to	to	to	to
occur?	Jan	Jan	Jan) 51	Jan) 51	Jan	Jan	Jan	Jan	Jan

5. Correcting your mistakes

	Difficult									Easy	N/A
How difficult is it to correct	ho	to	ho	to	to						
mistakes?	Jan	Jai	Jan	Jan	Jai	Jan	Jei	Jan	Jei	Jan	Jei

6. Ability to undo operations

	Difficult									Easy	N/A
How difficult is it to undo operations?	j n	jn	jn	jn	jn	Jn	j n	jn	jn	Jm	j n

7. You can accomplish tasks knowing only a few commands

	With Difficulty									Easily	N/A
Can you accomplish tasks knowing only a few commands?	j'n	jn	ţa	j ta	ţα	j n	j to	ţα	jn	j ta	jn

8. Please enter any additional comments in regards to the tools system capabilities here:

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Autosys QUIS
7. The End
Thank you for your time in completing the Questionnaire.
1. Please enter any feedback or additional comments here: