# User-Centred Design

Usability Study Materials 3

Satisfaction Questionnaire

Faculty of Science, Engineering and Technology

Swinburne University of Technology

System Usability Scale P: \_\_\_\_

© Digital Equipment Corporation, 1986

Please tick the option that best represents your reaction to the system. Don’t think too hard about each question. We are interested in your first reaction.

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

P: \_\_\_\_

# Post-Study Questionnaire

Please answer the following questions about your experience.

What did you like most about the prototype? Please list three most positive aspects of the product interface

1)

2).

3).

What did you like least about the prototype? Please list three most negative aspects of the product interface

1).

2).

3).

Any Suggestion you would recommend?

The interface is easy to use.

Strongly Disagree Strongly Agree

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |

Based on your experience of the interface, please rate the following characteristics:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Clear | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | Confusing |
| Exciting | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | Boring |
| Attractive | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | Ugly |

Would you recommend this prototype to a friend?

☐ Yes

☐ No