**Evaluation Tool for User Acceptability (IT Experts)**

(Adopted from ISO 25010)

**Access for All: Integrated Educational and Employment System for Lupaoeños**

**Respondent’s Profile:**

**Name :**

**Position :**

**Company :**

**Years in Service :**

**Highest Educational Attainment :**

**QUESTIONNAIRE**

Please indicate a check mark (✔) under the column the best describes your responses for each item about the car rental system

Please use the rating below:

**5 – Beyond Acceptance**

**4 – Acceptable**

**3 – Slightly Acceptable**

**2 – Slightly Unacceptable**

**1 – Unacceptable**

Please start answering here:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Criteria** | **Rating** | | | | |
| **FUNCTIONAL SUITABILITY** | **1** | **2** | **3** | **4** | **5** |
| **Functional Completeness –** Functionality covers the required tasks. |  |  |  |  |  |
| **Functional Correctness**– The system provides the appropriate results with accuracy |  |  |  |  |  |
| **Functional Appropriateness –** The system functions accomplish the desired tasks and objectives. |  |  |  |  |  |
| **PERFORMANCE EFFICIENCY** | **1** | **2** | **3** | **4** | **5** |
| **Time Behavior –** Response and processing time is at an acceptable rate when performing specific functionality. |  |  |  |  |  |
| **Resource Utilization –** Amounts and types of resources used by the system when performing its functions, meet requirements of the user. |  |  |  |  |  |
| **Capacity –** Limitation like internet connectivity and processing time do not affect the overall performance of the system. |  |  |  |  |  |
| **COMPATIBILITY** | **1** | **2** | **3** | **4** | **5** |
| **Co-existence**– The system performs its required functions efficiently while sharing a common environment and resources with other products, without detrimental impact on any other product. |  |  |  |  |  |
| **Interoperability**– System works well when exchanging information with different units of the organization. |  |  |  |  |  |
| **USABILITY** | **1** | **2** | **3** | **4** | **5** |
| **Appropriateness Recognizability**– Usefulness of the software/hardware to the intended users. Presence of the basic or expected functions of the system. |  |  |  |  |  |
| **Learnability –** Use of the system is easily learned by the intended users. |  |  |  |  |  |
| **Operability**– Functions of the system are designed to be easily adaptable for users. |  |  |  |  |  |
| **User Error Protection –** System protects user against making errors |  |  |  |  |  |
| **User Interface Aesthetics**– User interface like its colors and icons enables pleasing and satisfying interactions for the users. |  |  |  |  |  |
| **Accessibility**– System can be used by people with the widest range of characteristics and capabilities to achieve a specific goal in a specified context of use. |  |  |  |  |  |
| **RELIABILITY** | **1** | **2** | **3** | **4** | **5** |
| **Maturity**– System components meet the needs for reliability under normal operation**.** |  |  |  |  |  |
| **Availability –** System components are operational and accessible when required for use. |  |  |  |  |  |
| **Fault Tolerance**– System components operate as intended despite the presence of hardware or software faults. |  |  |  |  |  |
| **Recoverability –** In the event of an interruption or a failure, the system can recover the data directly affected and re-establish its normal state. |  |  |  |  |  |
| **SECURITY** | **1** | **2** | **3** | **4** | **5** |
| **Confidentiality**– System ensures that data are accessible only to those authorized users. |  |  |  |  |  |
| **Integrity –** System prevents unauthorized access to, or modification of, computer programs or data. |  |  |  |  |  |
| **MAINTAINABILITY** | **1** | **2** | **3** | **4** | **5** |
| **Modularity –** System failure of one component has minimal impact on another part of the computer program. |  |  |  |  |  |
| **Reusability –** Data from another part of the system is easily shared with other units or entities. |  |  |  |  |  |
| **Analyzability –** Errors or failures of the system are easily diagnosed and the mechanism to determine cause of failure is easily identified**.** |  |  |  |  |  |
| **Modifiability –** System can be effectively and efficiently modified without introducing defects or degrading existing quality. |  |  |  |  |  |
| **Testability**– Effectiveness and efficiency with which test criteria can be established for the system and tests can be performed to determine whether those criteria have been met. |  |  |  |  |  |
| **PROFITABILITY** | **1** | **2** | **3** | **4** | **5** |
| **Adaptability**– Appropriate interface for novice/new user. Appropriate interface for the user’s device display or screen. System was designed to perform even in mobile devices. |  |  |  |  |  |
| **Installability –** Effectiveness and efficiency with which the system can be successfully installed and/or uninstalled in a specified environment. |  |  |  |  |  |
| **Replaceability**– System can replace another software for the same purpose in the same environment. |  |  |  |  |  |

**Comments/Suggestions/Recommendations (Optional):**

**Signature over printed name of Respondent**

**Date**

**Evaluation Tool for User Acceptability (End-Users: Customers)**

**Access for All: Integrated Educational and Employment System for Lupaoeños**

**Respondent’s Profile:**

**Name :**

**Position :**

**Address :**

**QUESTIONNAIRE**

Please indicate a check mark (✔) under the column the best describes your responses for each item about the car rental system

Please use the rating below:

**5 – Strongly Agree**

**4 – Agree**

**3 – Neutral**

**2 – Disagree**

**1 – Strongly Disagree**

Please start answering here:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Criteria** | **Rating** | | | | |
| **FUNCTIONALITY** | **1** | **2** | **3** | **4** | **5** |
| The system performs the required tasks. |  |  |  |  |  |
| The system provides accurate results. |  |  |  |  |  |
| The system accomplishes the desired tasks and objectives. |  |  |  |  |  |
| **USABILITY** | **1** | **2** | **3** | **4** | **5** |
| The system is user-friendly. |  |  |  |  |  |
| The system is easy to use and navigate. |  |  |  |  |  |
| The system allows customization based on preferences. |  |  |  |  |  |
| It is easy to learn how to use the system. |  |  |  |  |  |
| **RELIABILITY** | **1** | **2** | **3** | **4** | **5** |
| The system is accessible and operational when required for use. |  |  |  |  |  |
| I have not encountered system crashes or unexpected errors. |  |  |  |  |  |
| **EFFECTIVENESS** | **1** | **2** | **3** | **4** | **5** |
| It is much better compared to the old system being utilized. |  |  |  |  |  |
| I am satisfied with the system’s reporting and analytics capabilities. |  |  |  |  |  |
| It is easier to complete tasks with the use of this system. |  |  |  |  |  |
| The system meets your expectations in terms of overall performance. |  |  |  |  |  |
| **SECURITY** | **1** | **2** | **3** | **4** | **5** |
| The system adequately safeguards against unauthorized access. |  |  |  |  |  |
| The system has secure access through passwords |  |  |  |  |  |
| The user can only view the information based on their account type. |  |  |  |  |  |
| The user can perform his/her dedicated tasks properly. |  |  |  |  |  |
| The system prevents unauthorized access to the tasks of other users. |  |  |  |  |  |

**Comments/Suggestions/Recommendations (Optional):**

**Signature over printed name of Respondent**

**Date**