## **The System Usability Scale - Evaluation MySecretCase-Venus website**

In systems engineering, the system usability scale (SUS) is a simple, ten-item attitude Likert scale giving a global view of subjective assessments of usability

## SUS by User 1

**User 1**: A 56 years old woman, living in Abruzzo. She is currently employed by “Poste Italiane” as a front desk worker. She is happily married with a 62 years old man and has two children that are actually living abroad.

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

## SUS by User 2

**User 2**: A 64 years old woman, living in Calabria. She worked as a vet all her life and now she is legally retired but still likes to help with issues regarding the natural park in her living area. She is divorced and childless.

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

## SUS by User 3

**User 1**: A 50 years old woman, living in Liguria. She is a housewife, has been married for 23 years and has 3 kids, of which the last one is just 8 years old while the other two live together in Rome and are studying there. She worked as a bartender in her youth but left work with the first pregnancy.

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

## SUS score computation and transformation

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Nr | Questions | User 1 | User 2 | User 3 | Average |
| 1 | I think that I would like to use this system frequently. | 2 | 3 | 4 |  |
| 2. | I found the system unnecessarily complex. | 3 | 3 | 4 |  |
| 3. | I thought the system was easy to use. | 4 | 4 | 4 |  |
| 4. | I think that I would need the support of a technical person to be able to use this system. | 3 | 4 | 4 |  |
| 5. | I found the various functions in this system were well integrated. | 2 | 3 | 4 |  |
| 6. | I thought there was too much inconsistency in this system. | 3 | 4 | 3 |  |
| 7. | I would imagine that most people would learn to use this system very quickly. | 1 | 4 | 3 |  |
| 8. | I found the system very cumbersome to use. | 3 | 4 | 4 |  |
| 9. | I felt very confident using the system. | 2 | 4 | 4 |  |
| 10. | I needed to learn a lot of things before I could get going with this system. | 4 | 4 | 4 |  |
| TOT. |  | 67,5 | 92,5 | 95 | 85 |