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

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| S. B. is a 62-year-old lawyer who has lived in Rome for many years. Since her daughter moved to Bologna she has been living alone and through meditation she is learning the importance of self-care that she has often underestimated. A friend of hers she does trekking-yoga with told her about sex toys but she has never used them. She hasn't had a relationship for some time, but she has been dating a man for a few weeks. It has good technological skills. |

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. 3
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. 3
6. I thought there was too much inconsistency in this system. 3
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. 2
10. I needed to learn a lot of things before I could get going with this system. 2

## **SUS by User 2**

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| R. N. is a 25-year-old student. She has been suffering from epilepsy for several years and considers it essential to raise awareness of the subject. She runs a page on Instagram dedicated to the topic, which aims to eliminate several taboos through good information. She has an extreme command of technology, although she complains that sites are often not designed and adapted for people with severe neurological disorders. Especially when using someone else's computer, as in this case, she has to be careful. She frequently uses sex toys but has never bought them on the internet because she feels safer buying them in a physical shop. |

1. I think that I would like to use this system frequently. 4
2. I found the system unnecessarily complex. 1
3. I thought the system was easy to use. 4
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. 3
6. I thought there was too much inconsistency in this system. 3
7. I would imagine that most people would learn to use this system very quickly. 3
8. I found the system very cumbersome to use. 2
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. 1

## SUS by User 3

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| C. H. is a 55-year-old woman who is involved in film production. She travels a lot and has no children or partner. She does a lot of sport but has no more time to focus on self-care. She finds that sex is not absolutely fundamental and indeed, she defines herself as "frigid" with pride. However, C.H tells us that her sister, who is a gynecologist, often tries to convince her to explore her intimacy more. She has had a special relationship with a colleague for some time and feels confused about it. She has no idea how to open up nor does she know if she wants to. |

1. I think that I would like to use this system frequently. 1
2. I found the system unnecessarily complex. 3
3. I thought the system was easy to use. 2
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. 2
6. I thought there was too much inconsistency in this system. 5
7. I would imagine that most people would learn to use this system very quickly. 2
8. I found the system very cumbersome to use. 3
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 score computation and transformation

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| --- | --- | --- | --- | --- | --- |
| Nr | Questions | User 1 | User 2 | User 3 | Average |
| 1 | I think that I would like to use this system frequently. | 2 | 3 | 0 |  |
| 2. | I found the system unnecessarily complex. | 3 | 4 | 2 |  |
| 3. | I thought the system was easy to use. | 2 | 3 | 1 |  |
| 4. | I think that I would need the support of a technical person to be able to use this system. | 4 | 4 | 4 |  |
| 5. | I found the various functions in this system were well integrated. | 2 | 2 | 1 |  |
| 6. | I thought there was too much inconsistency in this system. | 2 | 2 | 0 |  |
| 7. | I would imagine that most people would learn to use this system very quickly. | 3 | 2 | 1 |  |
| 8. | I found the system very cumbersome to use. | 3 | 3 | 2 |  |
| 9. | I felt very confident using the system. | 1 | 3 | 2 |  |
| 10. | I needed to learn a lot of things before I could get going with this system. | 3 | 4 | 4 |  |
| TOT. |  | 62,5 | 75 | 42,5 | 60 |