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| **Usability and UX evaluation questionnaire in multi-touch interfaces (UXUMEQ)** | | | | | | |
| Name: | | | | | | |
| – Please complete the questionnaire below to evaluate your experience in interacting with the multi-touch system. Your response is important and will help us propose improvements through this assessment.  – Each question contains a 5-point scale, with two statements, one on the left and one on the right. If you completely agree with the statement on the left, mark 1. If you completely agree with the statement on the right, mark 5.  – In the questions below, mark only one answer per question.  – There are no right or wrong answers. The important thing for us is your opinion.  – If you consider that any question should not be marked, describe the reason in the question description field. | | | | | | |
| **USABILITY** | | | | | | |
| **Performance** | | | | | | |
| 1. Do you consider your performance on the multi-touch system task to be good or bad? | | | | | | |
| Too bad |  |  |  |  |  | Very good |
| 1 | 2 | 3 | 4 | 5 |
| Describe the performance issues you noticed | | | | | | |
| **Ease of use** | | | | | | |
| 2. Was the multi-touch system easy to use? That is, did you reach your goal without major difficulties? | | | | | | |
| Very difficult |  |  |  |  |  | Very easy |
| **1** | **2** | **3** | **4** | **5** |
| Describe the difficulties you noticed when using the multi-touch interface | | | | | | |
| **Efficiency** | | | | | | |
| 3. Were you able to reach your goal by performing the proposed task in the multi-touch system in a time that you consider feasible? | | | | | | |
| No |  |  |  |  |  | Yes |
| 1 | 2 | 3 | 4 | 5 |
| Describe the factors that prevented you from completing the tasks in a feasible time | | | | | | |
| **Effectivenes** | | | | | | |
| 4. Do you consider that you managed to reach your objective using the multi-touch interface? | | | | | | |
| I couldn't reach my goal |  |  |  |  |  | I managed to reach my goal |
| 1 | 2 | 3 | 4 | 5 |
| Describe the perceived obstacles to achieving your goal | | | | | | |
| **Work load** | | | | | | |
| 5. Was the execution of the task in the multi-touch system mentally tiring? | | | | | | |
| It was very tiring |  |  |  |  |  | It wasn't tiring at all. |
| 1 | 2 | 3 | 4 | 5 |
| Describe the factors that tired you | | | | | | |
| 6. Was the execution of the task in the multi-touch system physically tiring? | | | | | | |
| It was very tiring |  |  |  |  |  | It wasn't tiring at all. |
| 1 | 2 | 3 | 4 | 5 |
| Describe the factors that tired you | | | | | | |
| 7. Was performing the task on the multi-touch system tiring for your hands and fingers? | | | | | | |
| It was very tiring |  |  |  |  |  | It wasn't tiring at all. |
| 1 | 2 | 3 | 4 | 5 |
| Describe the factors that tired you | | | | | | |
| **Ease of learning** | | | | | | |
| 8. Was it easy to learn to use the multi-touch interface? | | | | | | |
| it was very hard |  |  |  |  |  | It was very easy |
| 1 | 2 | 3 | 4 | 5 |
| Describe the learning difficulties you noticed | | | | | | |
| **ease of remembering** | | | | | | |
| 9. Is it easy to remember the way to use the multi-touch interface? | | | | | | |
| I don't remember anything |  |  |  |  |  | I remember everything |
| 1 | 2 | 3 | 4 | 5 |
| Describe the difficulties in remembering the way to use | | | | | | |
| **response time** | | | | | | |
| 10. Was the interface response time after a multi-touch interaction fast? | | | | | | |
| it was too slow |  |  |  |  |  | It was very fast |
| 1 | 2 | 3 | 4 | 5 |
| Describe multi-touch system response time issues | | | | | | |
| **Satisfaction** | | | | | | |
| 11. How satisfied are you with your experience using the multi-touch interface? | | | | | | |
| Not at all satisfied |  |  |  |  |  | Very satisfied |
| 1 | 2 | 3 | 4 | 5 |
|  | | | | | | |
| Describe the reasons for your dissatisfaction | | | | | | |
|  | | | | | | |
| **Utility** | | | | | | |
| 12. Is this multi-touch interface useful to you? | | | | | | |
| It's very useless |  |  |  |  |  | It is very useful |
| 1 | 2 | 3 | 4 | 5 |
| Describe the usability issues you noticed | | | | | | |
| 13. Does this multi-touch interface help you be more productive? That is, do you believe that this interface helps you finish more tasks in less time? | | | | | | |
| Do not help me |  |  |  |  |  | Helps me a lot |
| 1 | 2 | 3 | 4 | 5 |
| Describe the productivity problems you noticed | | | | | | |
| **error tolerance** | | | | | | |
| 14. Did the multi-touch interface help you out of an error situation? | | | | | | |
| It didn't help me at all |  |  |  |  |  | it helped me very well |
| 1 | 2 | 3 | 4 | 5 |
| Describe the difficulties you faced to get out of an error situation | | | | | | |
| **UX** | | | | | | |
| **General Feeling** | | | | | | |
| 15. Did you enjoy using the multi-touch interface? | | | | | | |
| I didn't like it at all |  |  |  |  |  | I really liked |
| 1 | 2 | 3 | 4 | 5 |
| Describe why you didn't like using the interface | | | | | | |
| **Fun** | | | | | | |
| 16. Did you have fun using the multi-touch interface? | | | | | | |
| I had no fun |  |  |  |  |  | I had a lot of fun |
| 1 | 2 | 3 | 4 | 5 |
| Describe the issues that got in the way of your enjoyment | | | | | | |
| **Comfort** | | | | | | |
| 17. Did you feel comfortable using the multi-touch interface? | | | | | | |
| It was very uncomfortable |  |  |  |  |  | It was very comfortable |
| 1 | 2 | 3 | 4 | 5 |
| Describe what made you uncomfortable | | | | | | |
| **Innovation** | | | | | | |
| 18. Did you find the multi-touch interface innovative? | | | | | | |
| not at all innovative |  |  |  |  |  | very innovative |
| 1 | 2 | 3 | 4 | 5 |
| Describe the innovation problems you noticed | | | | | | |
| **Intuition** | | | | | | |
| 19. While using the multi-touch interface, did you know exactly what to do naturally? | | | | | | |
| Not even a little |  |  |  |  |  | Much |
| 1 | 2 | 3 | 4 | 5 |
| Describe what did not seem intuitive to you | | | | | | |
| 20. While using the interface, did you act unconsciously, without thinking about the steps you needed to follow? | | | | | | |
| I thought about each step before acting |  |  |  |  |  | I didn't think of anything before acting. |
| 1 | 2 | 3 | 4 | 5 |
| Describe why the steps did not seem intuitive to you | | | | | | |
| **Tension** | | | | | | |
| 21. Did you feel tense when performing tasks on the multi-touch interface? | | | | | | |
| not tense at all |  |  |  |  |  | very tense |
| 1 | 2 | 3 | 4 | 5 |
| Describe what caused you the tension | | | | | | |
| **Control** | | | | | | |
| 22. How natural did you feel it was to control the interface? | | | | | | |
| not at all natural |  |  |  |  |  | Very natural |
| 1 | 2 | 3 | 4 | 5 |
| Describe the control issues you noticed | | | | | | |
| 23. Did the control mechanisms hinder your performance in carrying out the proposed task? | | | | | | |
| They hurt me a lot |  |  |  |  |  | They didn't harm me at all |
| 1 | 2 | 3 | 4 | 5 |
| Describe the problems with the control mechanisms that you noticed | | | | | | |
| **Immersion** | | | | | | |
| 24. How completely were all of your senses involved in interacting with the multi-touch interface? | | | | | | |
| They weren't involved at all. |  |  |  |  |  | were very involved |
| 1 | 2 | 3 | 4 | 5 |
| Describe the immersion problems you noticed | | | | | | |
| 25. How much did you feel that you were part of the experiment, as opposed to feeling like an observer of the experiment? | | | | | | |
| I felt totally an observer |  |  |  |  |  | I felt totally part of the experiment |
| 1 | 2 | 3 | 4 | 5 |
| Describe the immersion problems you noticed | | | | | | |
| **Concentration** | | | | | | |
| 26. How well could you focus on the assigned tasks or activities required and not the mechanisms used to accomplish those tasks or activities? | | | | | | |
| I didn't concentrate at all |  |  |  |  |  | I concentrated a lot |
| 1 | 2 | 3 | 4 | 5 |
| Describe the concentration problems you have noticed | | | | | | |
| **Distraction** | | | | | | |
| 27. How automatic was your attention captured when interacting with the multi-touch interface? | | | | | | |
| Not automatic at all |  |  |  |  |  | very automatic |
| 1 | 2 | 3 | 4 | 5 |
| Describe the problems in capturing your attention | | | | | | |