

A practical guide to the system usability scale background benchmarks best pr

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System Usability Scale: A Comprehensive Guide**

What is the System Usability Scale?

The System Usability Scale (SUS) is a 10-item questionnaire used to assess the usability of websites, software, and other user interfaces. It is widely used to gather feedback from users on a scale of 1 to 5, with higher scores indicating greater usability.

Benchmark for System Usability Scale

The benchmark for SUS scores varies depending on the industry and context. However, a score of 70 or higher is generally considered to be "good" usability.

Reliability of System Usability Scale

SUS has been shown to be a reliable and valid measure of usability. It has a high internal consistency (Cronbach's alpha) and has been correlated with other usability metrics.

How to Interpret SUS Scores

SUS scores can be interpreted as follows:

- **Score of 70-80:** Excellent usability
- **Score of 60-70:** Good usability

- **Score of 50-60:** Fair usability
- **Score of 40-50:** Poor usability
- **Score below 40:** Very poor usability

ISO Metrics for Usability

The International Organization for Standardization (ISO) has established metrics for measuring usability, which include:

- Task completion rate
- Time on task
- Error rate
- Satisfaction rating

How to Solve System Usability Scale

To solve the SUS, users are asked to rate the following 10 statements on a scale of 1 to 5:

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.

SUS Methodology

The SUS methodology involves collecting responses from users and calculating the average score across all items. The resulting score can be used to compare the usability of different systems or to track usability over time.

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When to Use System Usability Scale

The SUS is appropriate to use in situations where:

- You need to quickly and easily assess the usability of a system.
- You want to compare the usability of multiple systems.
- You need to track usability improvements over time.
- You are interested in gathering user feedback on system usability.

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