**Questions**

1. Describe the TAM or Technology Acceptance Model?

A model that describes how users come to accept and use technology

1. What is usability?
   * 1. What is efficiency?
        1. Resources expended in relation to the accuracy and completeness to achieve a goal
        2. Able to do task successfully without wasting time
     2. What is learnability?
        1. The ease and speed with which the user gets familiar with the use of a new product or service
     3. What is memorability?
        1. The quality or state of being easy to remember or worth remembering
     4. What is satisfaction?
        1. Freedom from discomfort, and positive attitudes towards the use of the product or feature

**Usability Evaluation Form**

| Usability | Features | PC Computer | Mac Computer |
| --- | --- | --- | --- |
| Efficiency  (Not efficient, Neutral, Efficient) | Turning on Computer | Neutral | Efficient |
| Shutdown computer | Neutral | Neutral |
| Display | Neutral | Efficient |
| Learnability  (Difficult, Neutral, or Easy) | Search feature | Easy | Easy |
| Installing apps | Easy | Difficult |
| Graphics | Easy | Difficult |
| Memorability  (Difficult, Neutral, or Easy) | Storage | Neutral | Difficult |
| Saving Info | Neutral | Neutral |
| Updates | Neutral | Easy |
| Satisfaction  (Not satisfied, Neutral, Satisfied) | Installing apps | Neutral | Neutral |
| Connections | Neutral | Satisfied |
| Keyboard | Satisfied | Satisfied |