

SOFTWARE USABILITY MEASUREMENT INVENTORY

(SUMI)

Your name

Name of software

Date

NB *the information you provide is kept completely confidential, and no information is stored on computer media that could identify you as a person.*

This inventory has fifty statements. Please answer every one of them. Against each statement there are three boxes.

You should mark the first box if you generally AGREE with the statement. Mark the central box if you are UNDECIDED, can't make up your mind, or if the statement has no relevance to your software or to your situation. Mark the right box if you generally DISAGREE with the statement.

In marking the left or right box you are not necessarily indicating *strong* agreement or disagreement but just your general feeling most of the time.

AGREE UNDECIDED DISAGREE

Put a ✓ mark in the box of your choice.

		Agree	Undecided	Disagree
		↓	↓	↓
1	This software responds too slowly to inputs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	I would recommend this software to my colleagues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	The instructions and prompts are helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	The software has at some time stopped unexpectedly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Learning to operate this software initially is full of problems.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	I sometimes don't know what to do next with this software.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	I enjoy my sessions with this software.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	I find that the help information given by this software is not very useful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	If this software stops, it is not easy to restart it.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	It takes too long to learn the software commands.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	I sometimes wonder if I'm using the right command.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Working with this software is satisfying.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	The way that system information is presented is clear and understandable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	I feel safer if I use only a few familiar commands or operations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	The software documentation is very informative.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	This software seems to disrupt the way I normally like to arrange my work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Working with this software is mentally stimulating.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	There is never enough information on the screen when it's needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	I feel in command of this software when I am using it.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	I prefer to stick to the facilities that I know best.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

		Agree ↓	Undecided ↓	Disagree ↓
21	I think this software is inconsistent.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	I would not like to use this software every day.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	I can understand and act on the information provided by this software.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	This software is awkward when I want to do something which is not standard.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	There is too much to read before you can use the software.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	Tasks can be performed in a straightforward manner using this software.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	Using this software is frustrating.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	The software has helped me overcome any problems I have had in using it.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29	The speed of this software is fast enough.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30	I keep having to go back to look at the guides.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31	It is obvious that user needs have been fully taken into consideration.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32	There have been times in using this software when I have felt quite tense.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33	The organisation of the menus or information lists seems quite logical.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34	The software allows the user to be economic of keystrokes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35	Learning how to use new functions is difficult.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36	There are too many steps required to get something to work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
37	I think this software has made me have a headache on occasion.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
38	Error prevention messages are not adequate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
39	It is easy to make the software do exactly what you want.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
40	I will never learn to use all that is offered in this software.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please continue overleaf

		Agree ↓	Undecided ↓	Disagree ↓
41	The software hasn't always done what I was expecting.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
42	The software has a very attractive presentation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
43	Either the amount or quality of the help information varies across the system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
44	It is relatively easy to move from one part of a task to another.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
45	It is easy to forget how to do things with this software.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
46	This software occasionally behaves in a way which can't be understood.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
47	This software is really very awkward.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
48	It is easy to see at a glance what the options are at each stage.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
49	Getting data files in and out of the system is not easy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
50	I have to look for assistance most times when I use this software.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*Please check you have ticked each item.
Thank you.*