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.

Not for testing use

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

21 I think this software is inconsistent. ☐ ☐ ☐

22 I would not like to use this software every day. ☐ ☐ ☐

23 I can understand and act on the information provided by this software. ☐ ☐ ☐

24 This software is awkward when I want to do something which is not standard. ☐ ☐ ☐

25 There is too much to read before you can use the software. ☐ ☐ ☐

26 Tasks can be performed in a straightforward manner using this software. ☐ ☐ ☐

27 Using this software is frustrating. ☐ ☐ ☐

28 The software has helped me overcome any problems I have had in using it. ☐ ☐ ☐

29 The speed of this software is fast enough. ☐ ☐ ☐

30 I keep having to go back to look at the guides. ☐ ☐ ☐

31 It is obvious that user needs have been fully taken into consideration. ☐ ☐ ☐

32 There have been times in using this software when I have felt quite tense. ☐ ☐ ☐

33 The organisation of the menus or information lists seems quite logical. ☐ ☐ ☐

34 The software allows the user to be economic of keystrokes. ☐ ☐ ☐

35 Learning how to use new functions is difficult. ☐ ☐ ☐

36 There are too many steps required to get something to work. ☐ ☐ ☐

37 I think this software has made me have a headache on occasion. ☐ ☐ ☐

38 Error prevention messages are not adequate. ☐ ☐ ☐

39 It is easy to make the software do exactly what you want. ☐ ☐ ☐

40 I will never learn to use all that is offered in this software. ☐ ☐ ☐

Please continue overleaf

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

Please check you have ticked each item.
Thank you.