SUS (System Usability Scale) Questionnaire

**User 1:**

|  |  |  |
| --- | --- | --- |
| **Questions** | **Strongly Strongly**  **Disagree Agree** | **Score** |
| 1. I think that I would like to use this system frequently. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 3 |
| 1. I found the system unnecessarily complex. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 2 |
| 1. I thought the system was easy to use. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 4 |
| 1. I think that I would need the support of a technical person to be able to use this system. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 3 |
| 1. I found the various functions in this system were well integrated. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 4 |
| 1. I thought there was too much inconsistency in this system. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 2 |
| 1. I would imagine that most people would learn to use this system very quickly. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 3 |
| 1. I found the system very cumbersome (\*awkward) to use. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 1 |
| 1. I felt very confident using the system. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 3 |
| 1. I needed to learn a lot of things before I could get going with this system. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 3 |

**User 2:**

|  |  |  |
| --- | --- | --- |
| **Questions** | **Strongly Strongly**  **Disagree Agree** | **Score** |
| 1. I think that I would like to use this system frequently. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 2 |
| 1. I found the system unnecessarily complex. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 2 |
| 1. I thought the system was easy to use. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 2 |
| 1. I think that I would need the support of a technical person to be able to use this system. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 4 |
| 1. I found the various functions in this system were well integrated. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 2 |
| 1. I thought there was too much inconsistency in this system. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 3 |
| 1. I would imagine that most people would learn to use this system very quickly. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 2 |
| 1. I found the system very cumbersome (\*awkward) to use. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 3 |
| 1. I felt very confident using the system. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 2 |
| 1. I needed to learn a lot of things before I could get going with this system. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 4 |

**User 3:**

|  |  |  |
| --- | --- | --- |
| **Questions** | **Strongly Strongly**  **Disagree Agree** | **Score** |
| 1. I think that I would like to use this system frequently. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 3 |
| 1. I found the system unnecessarily complex. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 4 |
| 1. I thought the system was easy to use. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 3 |
| 1. I think that I would need the support of a technical person to be able to use this system. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 1 |
| 1. I found the various functions in this system were well integrated. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 3 |
| 1. I thought there was too much inconsistency in this system. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 3 |
| 1. I would imagine that most people would learn to use this system very quickly. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 2 |
| 1. I found the system very cumbersome (\*awkward) to use. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 3 |
| 1. I felt very confident using the system. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 3 |
| 1. I needed to learn a lot of things before I could get going with this system. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 2 |

**User 4:**

|  |  |  |
| --- | --- | --- |
| **Questions** | **Strongly Strongly**  **Disagree Agree** | **Score** |
| 1. I think that I would like to use this system frequently. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 3 |
| 1. I found the system unnecessarily complex. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 2 |
| 1. I thought the system was easy to use. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 3 |
| 1. I think that I would need the support of a technical person to be able to use this system. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 3 |
| 1. I found the various functions in this system were well integrated. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 3 |
| 1. I thought there was too much inconsistency in this system. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 4 |
| 1. I would imagine that most people would learn to use this system very quickly. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 3 |
| 1. I found the system very cumbersome (\*awkward) to use. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 3 |
| 1. I felt very confident using the system. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 3 |
| 1. I needed to learn a lot of things before I could get going with this system. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 2 |

**User 5:**

|  |  |  |
| --- | --- | --- |
| **Questions** | **Strongly Strongly**  **Disagree Agree** | **Score** |
| 1. I think that I would like to use this system frequently. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 2 |
| 1. I found the system unnecessarily complex. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 3 |
| 1. I thought the system was easy to use. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 3 |
| 1. I think that I would need the support of a technical person to be able to use this system. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 4 |
| 1. I found the various functions in this system were well integrated. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 3 |
| 1. I thought there was too much inconsistency in this system. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 4 |
| 1. I would imagine that most people would learn to use this system very quickly. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 3 |
| 1. I found the system very cumbersome (\*awkward) to use. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 3 |
| 1. I felt very confident using the system. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 4 |
| 1. I needed to learn a lot of things before I could get going with this system. | |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | 4 |

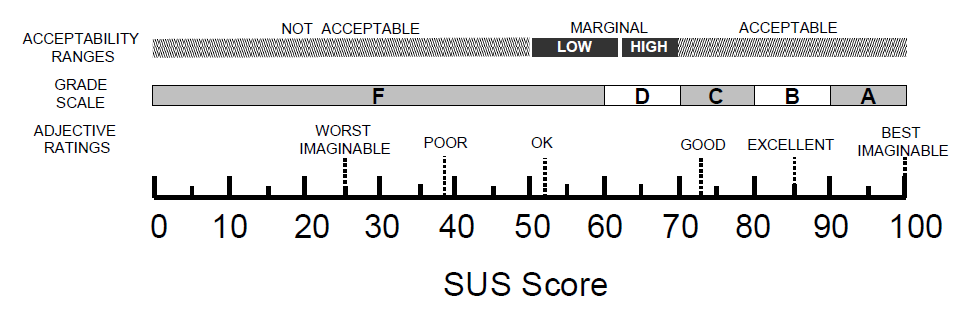
Summary SUS (System Usability Scale) Questionnaire

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Questions** | **P1** | **P2** | **P3** | **P4** | **P5** | **Average** |
| 1. I think that I would like to use this system frequently. | 3 | 2 | 3 | 3 | 2 |  |
| 1. I found the system unnecessarily complex. | 2 | 2 | 4 | 2 | 3 |  |
| 1. I thought the system was easy to use. | 4 | 2 | 3 | 3 | 3 |  |
| 1. I think that I would need the support of a technical person to be able to use this system. | 3 | 4 | 1 | 3 | 4 |  |
| 1. I found the various functions in this system were well integrated. | 4 | 2 | 3 | 3 | 3 |  |
| 1. I thought there was too much inconsistency in this system. | 2 | 3 | 3 | 4 | 4 |  |
| 1. I would imagine that most people would learn to use this system very quickly. | 3 | 2 | 2 | 3 | 3 |  |
| 1. I found the system very cumbersome (\*awkward) to use. | 1 | 3 | 3 | 3 | 3 |  |
| 1. I felt very confident using the system. | 3 | 2 | 3 | 3 | 4 |  |
| 1. I needed to learn a lot of things before I could get going with this system. | 3 | 4 | 2 | 2 | 4 |  |
| Grand total (sum scores \* 2.5) | 67.5 | 65 | 67.5 | 72.5 | 82.5 | **71** |

Key Conclusions:

The median value for five participants in this questionnaire is **67.5** and the average is **71**, slightly bigger than the median score. Using an adjective rating scale (Bangor, 2009) and matching the corresponding SUS scores given by participants, the results are as following:

|  |  |  |
| --- | --- | --- |
| **Participant** | **SUS Score** | **Adjective Rating Scale** |
| 1 | 67.5 | Good |
| 2 | 65 | Good |
| 3 | 67.5 | Good |
| 4 | 72.5 | Good |
| 5 | 82.5 | Excellent |
| **Average** | **71** | **Good** |



Average