To calculate the SUS score, first sum the score contributions from each item. Each item's score contribution will range from 0 to 4. For items 1,3,5,7,and 9 the score contribution is the scale position minus 1. For items 2,4,6,8 and 10, the contribution is 5 minus the scale position. Multiply the sum of the scores by 2.5 to obtain the overall value of SU.

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.

PERSON 1:

1. Agree (3)
2. Disagree (1)
3. Agree (3)
4. Strongly Disagree (0)
5. Strongly Agree (4)
6. Strongly Disagree (0)
7. Strongly Agree (4)
8. Disagree (1)
9. Agree (3)
10. Disagree (1)

Odd numbers calculation: ((3-1)+(3-1)+(4-1)+(4-1)+(3-1)) = 12

Even numbers calculation: ((5-1)+(5-0)+(5-0)+(5-1)+(5-1)) = 22

Together: (12 + 22)\*2.5 = 85

AUDIO LOG:

Interviewer: “So yeah, when you were looking for first of all with the War Zone Squad, try just to go through what you were thinking about as you did it. So you're on this screen. And you just think to log in?”

Interviewee: “Yep. So I type in my username and password, hit login… and you’re asking me about selecting Call of Duty, right?”

Interviewer: “Yes, correct.”

Interviewer: “So I would go to vote at the War Zone Squad and there's a Pick New game button so it looks like I click that and then I could just scroll to the game. So I'm going to select Call of Duty and then there's a purple confirmed choice and I think I'm locked in because it's green.”

Interviewer: “And then last time it did seem to take you a while though. Was it confusing, kind of how the Choose New game is just a button like any other and you were like, there's no Call of Duty there?”

Interviewee: “It was just confusing because I went into the War Zone Squad, so I just assumed if I hit both that's already voting for Call of Duty, I didn't know if I needed to do the extra stuff. But now that I know this is actually not really the game itself, it's just the group, it makes more sense now.”

Interviewer: “And then it seemed like too, you kind of wanted to click it instead of doing the scroll.”

Interviewee: “Yeah, that might just be a limit of the emulator. It's more intuitive with touch than with the trackpad, so I don't think that was a big deal.”

Interviewer: “So what other features would you like to see implemented?”

Interviewer: “Is there just like a chat feature? I think that could be something interesting. Like you could vote, it looks like for groups, but maybe having a chat feature that each group has its own chat. That could be pretty interesting.”

Interviewer: “We’re currently just having that link to Discord, but yeah it could be interesting. Just one of those things where we don’t want to spend engineering time on a feature that there’s already a lot of other options to use. Are there any features you see as less useful? Like you wouldn't use them? Kind of clutter?”

Interviewee: “Let me look around here. I don't know. This game timer is pretty good, but I'm not sure. I feel like it's pretty variable unless I know for sure what my schedule is, I'm not sure if I'd use it as much. I don’t really plan out gaming too much so the timer and calendar don’t make as much sense for me.”

Interviewer: “I also noticed that you went straight to the Friends section of the app instead of glancing at the Friends section on the homescreen. You can see details about friends that are online at a glance right on the homescreen of the app. But you clicked to see the full Friends page instead of glancing.”

Interviewee: “Yeah, I kind of just assumed that any stuff on the Friends section of the homescreen would also be in the Friends page and the button to open the Friends page was also highlighted whereas the names of friends were kind of grayed out so they were less easy to see.”

Interviewer: “Do you think the layout makes sense? Timer on top, then calendar and friends, then voting? Do you think you would use one feature more than others and it would make more sense for that feature to be near the top?”

Interviewee: “I actually think for a phone that having it near the bottom makes it more prominent because it’s closer to my thumbs. I usually look most at the top and click most at the bottom and then the middle is where stuff kind of gets lost honestly. So I think it makes sense that you’d want to see the timer the most and want to click on groups to vote the most.”

Interviewer: “Thank you for your time, have a nice day.”

Interviewee: “Yeah, you too.”

PERSON 2:

1. Neutral (2)
2. Neutral (2)
3. Agree (3)
4. Strongly Disagree (0)
5. Neutral (2)
6. Strongly Agree (4)
7. Agree (3)
8. Neutral (2)
9. Disagree (1)
10. Agree (3)

Odd numbers calculation: ((2-1)+(3-1)+(2-1)+(3-1)+(1-1)) = 6

Even numbers calculation: ((5-2)+(5-0)+(5-4)+(5-2)+(5-3)) = 14

Together: (6 + 14)\*2.5 = 50

TRANSCRIPT:

Interviewer: “So earlier, you went through the process of picking a game. You picked Call of Duty in the group, to vote for. You seemed to not know what to do at first. Can you explain that?”

Interviewee: “Yeah. So, I was looking at the games, and Call of Duty wasn’t listed. So when you told me to click the ‘Add New Game’ button, that made sense. But at a glance, I didn’t know what to do without you telling me.”

Interviewer: “Ah, okay. So maybe we could move the ‘Add New Game’ button or something similar. Maybe we could make it more different so it seems like more of a natural option. Maybe we could add a label that says ‘Games other people voted for’ to make it more clear why some buttons are for voting on games others voted for and others are for adding new votes. The person I interviewed before this said something similar.”

Interviewee: “Yeah, yeah. That’s a good idea.”

Interviewer: “So you did pretty good with the timer and the calendar. So that was all good, right?”

Interviewee: “Yeah, those were pretty standard. They made sense.”

Interviewer: “Are there any features that you’re way more likely to use? Like any that almost deserve their own app or something along those lines? Any killer features that we should focus on more?”

Interviewee: “I think just organizing the time and voting on something to do is good. Just more as a planning app. I think it’s good for that.”

Interviewer: “That makes sense. Any features you didn’t like at all?”

Interviewee: “I thought they made sense, generally. But maybe the calendar doesn’t make a ton of sense. It makes more sense for certain things. Like I like the planning aspects. But I guess that makes more sense for like an event, like D&D or something like that. And for a game like Call of Duty I don’t think people plan that out days in advance. So you almost have two apps in one: you have a planning app to plan things for your friends, like a calendar for D&D matches, and you have more of like a Discord thing where people see which friends are online, what games they’re planning, how long they intend to be online. So I think maybe look more into which one you want to be specifically and really lean into that.”

Interviewer: “Alright, yeah I’ll definitely try to relay that info to the team, that makes sense. So kind of a Frankenstein situation where we’ve put a bunch of stuff together that maybe isn’t so intuitive. Any features we don’t have that you’d like to see?”

Interviewee: “I think it’d be cool for the planning part to have almost more of like a location aspect. So if you go with that idea, it would make more sense to be like a calendar on steroids. ‘We’re meeting at this location, at this time, these people are coming, we’re playing this game, and here’s a group chat where we can all talk about it together.’ And then for the other app idea, maybe go more with like invites and just spontaneity. Like I don’t really know, I’m just thinking more social features, more discovery features, that kind of thing. Allow people to maybe find others to play with, almost more like social media. So maybe not only their friends but also other people who are interested in the same thing.”

Interviewer: “Alright, I’ll take that into account. Alright, thank you so much for your feedback. Have a great day.”

Interviewee: “Yeah, thank you, you too. Bye.”