

# Computer System Usability Questionnaire

Participant: \_\_\_\_\_

System: \_\_\_\_\_

This questionnaire (which starts on the following page), gives you an opportunity to tell us your reactions to the system you used. Your responses will help us understand what aspects of the system you are particularly concerned about and the aspects that satisfy you.

To as great a degree as possible, think about all the tasks that you have done with the system while you answer these questions.

Please read each statement and indicate how strongly you agree or disagree with the statement by circling a number on the scale. If a statement does not apply to you, circle N/A.

Please write comments to elaborate on your answers.

As you complete the questionnaire, please do not hesitate to ask any questions.

Thank you!

1. Overall, I am satisfied with how easy it is to use this system.

**STRONGLY**  
**AGREE**    1       2       3       4       5       6       7       **STRONGLY**  
**DISAGREE**

**COMMENTS:**

2. It was simple to use this system.

**STRONGLY**  
**AGREE**    1       2       3       4       5       6       7       **STRONGLY**  
**DISAGREE**

**COMMENTS:**

3. I could effectively complete the tasks and scenarios using this system.

**STRONGLY**  
**AGREE**    1       2       3       4       5       6       7       **STRONGLY**  
**DISAGREE**

**COMMENTS:**

4. I was able to complete the tasks and scenarios quickly using this system.

**STRONGLY**  
**AGREE**    1       2       3       4       5       6       7       **STRONGLY**  
**DISAGREE**

**COMMENTS:**

5. I was able to efficiently complete the tasks and scenarios using this system.

<b>STRONGLY AGREE</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>STRONGLY DISAGREE</b>
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**COMMENTS:**

6. I felt comfortable using this system.

<b>STRONGLY AGREE</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>STRONGLY DISAGREE</b>
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**COMMENTS:**

7. It was easy to learn to use this system.

<b>STRONGLY AGREE</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>STRONGLY DISAGREE</b>
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**COMMENTS:**

8. I believe I could become productive quickly using this system.

<b>STRONGLY AGREE</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>STRONGLY DISAGREE</b>
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**COMMENTS:**

9. The system gave error messages that clearly told me how to fix problems.

**STRONGLY**  
**AGREE**    1       2       3       4       5       6       7       **STRONGLY**  
**DISAGREE**

**COMMENTS:**

10. Whenever I made a mistake using the system, I could recover easily and quickly.

**STRONGLY**  
**AGREE**    1       2       3       4       5       6       7       **STRONGLY**  
**DISAGREE**

**COMMENTS:**

11. The information (such as on-line help, on-screen messages and other documentation) provided with this system was clear.

**STRONGLY**  
**AGREE**    1       2       3       4       5       6       7       **STRONGLY**  
**DISAGREE**

**COMMENTS:**

12. It was easy to find the information I needed.

**STRONGLY**  
**AGREE**    1       2       3       4       5       6       7       **STRONGLY**  
**DISAGREE**

**COMMENTS:**

13. The information provided for the system was easy to understand.

<b>STRONGLY AGREE</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>STRONGLY DISAGREE</b>
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**COMMENTS:**

14. The information was effective in helping me complete the tasks and scenarios.

<b>STRONGLY AGREE</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>STRONGLY DISAGREE</b>
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**COMMENTS:**

15. The organization of information on the system screens was clear.

<b>STRONGLY AGREE</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>STRONGLY DISAGREE</b>
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**COMMENTS:**

**Note:** *The “interface” includes those items that you use to interact with the system. For example, some components of the interface are the keyboard, the mouse, the microphone, and the screens (including their use of graphics and language).*

16. The interface of this system was pleasant.

**STRONGLY**  
**AGREE**    1    2    3    4    5    6    7    **STRONGLY**  
**DISAGREE**

**COMMENTS:**

17. I liked using the interface of this system.

**STRONGLY**  
**AGREE**    1    2    3    4    5    6    7    **STRONGLY**  
**DISAGREE**

**COMMENTS:**

18. This system has all the functions and capabilities I expect it to have.

**STRONGLY**  
**AGREE**    1    2    3    4    5    6    7    **STRONGLY**  
**DISAGREE**

**COMMENTS:**

19. Overall, I am satisfied with this system.

<b>STRONGLY AGREE</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>STRONGLY DISAGREE</b>
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**COMMENTS:**

20. I would buy and use this system software.

<b>STRONGLY AGREE</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>STRONGLY DISAGREE</b>
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**COMMENTS:**

21. I would recommend this system software to others.

<b>STRONGLY AGREE</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>STRONGLY DISAGREE</b>
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**COMMENTS:**

22. Please list the three things you liked most about this system software.

23. Please list the three things you liked least about this system software.

