

Questionnaire for User Interface Satisfaction (QUIS)

Based on: Chin, J.P., Diehl, V.A., Norman, K.L. (1988) Development of an Instrument Measuring User Satisfaction of the Human-Computer Interface. ACM CHI'88 Proceedings, 213-218, 1998.

Please rate your satisfaction with the system.

1. Overall reaction to the Software
 - Terrible / Wonderful
 - Difficult / Easy
 - Frustrating / Satisfying
 - Dull / Stimulating
 - Rigid / Flexible
2. Screen
 - Reading characters on the screen
 - Hard / Easy
 - Organization of information
 - Confusing / Very Clear
 - Sequence of screens
 - Confusing / Very Clear
3. Terminology and system information
 - Use of terms throughout system
 - Inconsistent / Consistent
 - Terminology is intuitive
 - Never / Always
 - Position of messages on screen
 - Inconsistent / Consistent
 - Prompts for input
 - Confusing / Clear
 - Error messages
 - Unhelpful / Helpful
4. Learning
 - Learning to operate the system
 - Difficult / Easy
 - Performing tasks is straightforward
 - Never / Always

5. System capabilities

- System speed
 - Too slow / Fast enough
- System reliability
 - Unreliable / Reliable
- System tends to be
 - Noisy / Quiet
- Designed for all levels of users
 - Never / Always

Computer System Usability Questionnaire (CSUQ)

Based on: Lewis, J. R. (1995) IBM Computer Usability Satisfaction Questionnaires: Psychometric Evaluation and Instructions for Use. International Journal of Human-Computer Interaction, 7:1, 57-78.

1. Overall, I am satisfied with how easy it is to use this system
 - Strongly Disagree / Strongly Agree
2. It was simple to use this system
 - Strongly Disagree / Strongly Agree
3. I can effectively complete my work using this system
 - Strongly Disagree / Strongly Agree
4. I am able to complete my work quickly using this system
 - Strongly Disagree / Strongly Agree
5. I am able to efficiently complete my work using this system
 - Strongly Disagree / Strongly Agree
6. I feel comfortable using this system
 - Strongly Disagree / Strongly Agree
7. It was easy to learn to use this system
 - Strongly Disagree / Strongly Agree
8. I believe I became productive quickly using this system
 - Strongly Disagree / Strongly Agree
9. The information (such as online help, on-screen messages, and other documentation) provided with this system is clear
 - Strongly Disagree / Strongly Agree
10. It is easy to find the information I needed
 - Strongly Disagree / Strongly Agree
11. The information provided for the system is easy to understand
 - Strongly Disagree / Strongly Agree
12. The organization of information on the system screens is clear
 - Strongly Disagree / Strongly Agree
13. The interface of this system is pleasant
 - Strongly Disagree / Strongly Agree
14. I like using the interface of this system
 - Strongly Disagree / Strongly Agree
15. This system has all the functions and capabilities I expect it to have
 - Strongly Disagree / Strongly Agree
16. Overall, I am satisfied with this system
 - Strongly Disagree / Strongly Agree