

Part 1. After Scenario Questionnaire (ASQ)

Instructions

The ASQ, developed by (Lewis, 1995), is to be given to a study subject after he/she has completed a normal condition scenario. The user is to circle their answers using the provided 7 point scale (the lower the selected score, the higher the subject's usability satisfaction with their system). After the user has completed the ASQ, the ASQ score can be calculated by taking the average (arithmetic mean) of the 3 questions. If a question is skipped by the subject, the ASQ can be calculated by averaging the remaining scores.

ASQ

The following was developed by (Lewis, 1995):

Scenario 1

1. Overall, I am satisfied with the ease of completing this task.

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

2. Overall, I am satisfied with the amount of time it took to complete this task.

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

3. Overall, I am satisfied with the support information (on-line help, messages, documentation) when completing this task.

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

Scenario 4

1. Overall, I am satisfied with the ease of completing this task.

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

2. Overall, I am satisfied with the amount of time it took to complete this task.

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

3. Overall, I am satisfied with the support information (on-line help, messages, documentation) when completing this task.

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

Scenario 6

4. Overall, I am satisfied with the ease of completing this task.

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

5. Overall, I am satisfied with the amount of time it took to complete this task.

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

6. Overall, I am satisfied with the support information (on-line help, messages, documentation) when completing this task.

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

(Lewis, 1995)

Part 2. Post Study System Usability Questionnaire (PSSUQ)

Instructions

The PSSUQ is provided to the subject after they have completed all normal condition scenarios. Like the ASQ, the PSSUQ requires that the user circle their response to each question based on a 7-point scale (where the lower the response, the higher the subject's usability satisfaction with their system). The subject can also clarify their answers on the PSSUQ by adding comments in the provided spaces. After the subject has completed filling out the PSSUQ, it is good practice for the analyst to quickly go over the subject's answers in order to make sure the subject hasn't missed anything and that all comments are understood.

The PSSUQ can be used to produce the following measures:

- OVERALL – Overall user satisfaction with their system – calculated by taking the average of questions 1-19
- SYSUSE – System usefulness – calculated by taking the average of questions 1-8
- INFOQUAL – Information quality – calculated by taking the average of questions 9-15
- INTERQUAL – Interface quality – calculated by taking the average of questions 16-18

PSSUQ

The following was developed by (Lewis, 1995):

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.

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

COMMENTS:

6. I felt comfortable using this system.

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

COMMENTS:

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

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

COMMENTS:

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

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

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.

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

COMMENTS:

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

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

COMMENTS:

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

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

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 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.

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

COMMENTS:"

- (Lewis, 1995)