

APPENDIX A. The Computer System Usability Questionnaire (CSUQ)

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Administration and Scoring. Use the CSUQ rather than the PSSUQ when the usability study is in a non-laboratory setting. Appendix Table 1 contains the rules for calculating the CSUQ and PSSUQ scores.

Appendix Table 1. Rules for Calculating CSUQ/PSSUQ Scores

Score Name	Average the Responses to:
OVERALL	Items 1 through 19
SYSUSE	Items 1 through 8
INFOQUAL	Items 9 through 15
INTERQUAL	Items 16 through 18

Average the scores from the appropriate items to obtain the scale and subscale scores. Low scores are better than high scores due to the anchors used in the 7-point scales. If a participant does not answer an item or marks "N/A," then average the remaining item scores.

Instructions and Items. The questionnaire's instructions and items are:

This questionnaire (which starts on the following page) gives you an opportunity to express your satisfaction with the usability of your primary computer system. 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.

Whenever it is appropriate, please write comments to explain your answers.

Thank you!

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

STRONGLY									STRONGLY
AGREE	1	2	3	4	5	6	7		DISAGREE

COMMENTS:

2. It is simple to use this system.

STRONGLY									STRONGLY
AGREE	1	2	3	4	5	6	7		DISAGREE

COMMENTS:

3. I can effectively complete my work using this system.

STRONGLY									STRONGLY
AGREE	1	2	3	4	5	6	7		DISAGREE

COMMENTS:

4. I am able to complete my work quickly using this system.

STRONGLY									STRONGLY
AGREE	1	2	3	4	5	6	7		DISAGREE

COMMENTS:

5. I am able to efficiently complete my work using this system.

STRONGLY									STRONGLY
AGREE	1	2	3	4	5	6	7		DISAGREE

COMMENTS:

6. I feel comfortable using this system.

STRONGLY									STRONGLY
AGREE	1	2	3	4	5	6	7		DISAGREE

COMMENTS:

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

STRONGLY									STRONGLY
AGREE	1	2	3	4	5	6	7		DISAGREE

COMMENTS:

8. I believe I became productive quickly using this system.

STRONGLY									STRONGLY
AGREE	1	2	3	4	5	6	7		DISAGREE

COMMENTS:

9. The system gives error messages that clearly tell me how to fix problems.

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

COMMENTS:

10. Whenever I make a mistake using the system, I 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 is clear.

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

COMMENTS:

12. It is easy to find the information I need.

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

COMMENTS:

13. The information provided with the system is easy to understand.

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

COMMENTS:

14. The information is effective in helping me complete my work.

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

COMMENTS:

15. The organization of information on the system screens is 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 is pleasant.

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

COMMENTS:

17. I like 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:

