




System Usability Scale

		Strongly disagree					Strongly agree
1	I think that I would like to use this system frequently.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
		1	2	3	4	5	
2	I found the system unnecessarily complex.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
		1	2	3	4	5	
3	I thought the system was easy to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
		1	2	3	4	5	
4	I think that I would need the support of a technical person to be able to use this system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
		1	2	3	4	5	
5	I found the various functions in this system were well integrated.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
		1	2	3	4	5	
6	I thought there was too much inconsistency in this system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
		1	2	3	4	5	
7	I would imagine that most people would learn to use this system very quickly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
		1	2	3	4	5	
8	I found the system very cumbersome to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
		1	2	3	4	5	
9	I felt very confident using the system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
		1	2	3	4	5	
10	I needed to learn a lot of things before I could get going with this system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
		1	2	3	4	5	

The System Usability Scale was originally developed in 1986 by John Brooke as part of the usability engineering program at Digital Equipment Corporation.

COMPLETED
SYSTEM USABILITY
SCALE WORKSHEETS



System Usability Scale

Worksheet

		Strongly disagree	Strongly agree		
1	I think that I would like to use this system frequently.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	3
2	I found the system unnecessarily complex.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	4
3	I thought the system was easy to use.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	4
4	I think that I would need the support of a technical person to be able to use this system.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	3
5	I found the various functions in this system were well integrated.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	3
6	I thought there was too much inconsistency in this system.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	2
7	I would imagine that most people would learn to use this system very quickly.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	4
8	I found the system very cumbersome to use.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	3
9	I felt very confident using the system.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	3
10	I needed to learn a lot of things before I could get going with this system.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	2

31
x 2.5
77.5

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Scoring the scale

First, subtract one point from the user response for each odd-numbered item.

Then, for even-numbered items, subtract the user response from five. This scales all values from zero to four, with a four being the most positive response.

Finally, add up the converted responses and multiply the total by 2.5. Any score above 68 is considered above average.

MEASURING
USABILITY
OVER TIME

To more thoroughly gauge usability, have five or more people complete a System Usability Scale for each iteration of a product. Average scores together for tests conducted about the same design.

Over time, continue to measure people's subjective and objective feedback of the experience. Consider charting your scores to visualize changes in usability over the life of your product or service.