Usability Testing Survey-Website Form

System Usability Scale (SUS)

Describe the scale (1 (strongly disagree) to 5 (strongly agree)) and ask how the user feels.

1. I think that I would like to use this website frequently.

      1   2   3   4   5

2. I found the website unnecessarily complex.

      1   2   3   4   5

3. I thought the website was easy to use.

      1   2   3   4   5

4. I think that I would need the support of a technical person to be able to use this website.

      1   2   3   4   5

5. I found the various functions in this website were well integrated.

      1   2   3   4   5

6. I thought there was too much inconsistency in this website.

      1   2   3   4   5

7. I would imagine that most people would learn to use this website very quickly.

      1   2   3   4   5

8. I found the website very cumbersome to use.

      1   2   3   4   5

9. I felt very confident using the website.

      1   2   3   4   5

10. I needed to learn a lot of things before I could get going with this website.

      1   2   3   4   5

Open Ended Questions

1.   Are there things in particular that you like?

2.   Are there things that you would like to see changed?

3.   Are there things you expect to see on the site but do not see?

4.   Are there things that you would recommend adding to the site, in terms of content or tools?

5.   Are there areas of the website that provide too much or unnecessary information?

6.   Are there areas of the website that are difficult to find or navigate to?

Probing Questions (Asked for additional information during the open ended questions, if necessary)

1.   Can you tell me more about that?

2.   What would have made this clearer/easier for you?

3.   What would you change?

4.   How do you usually get this information?

5.   How do you use this information in your organization?

6.   Which of these do you prefer and why?

7.   Do you typically use this? If so, how?

8.   [Asked after the "Task Question" that follows:] What specifically made this task easy or difficult?

Five-Second Test Questions (Participants are shown a webpage or other web-based content for 5 seconds and then asked)

1.   What can you tell me about this site?

2.   What did you see first?

3.   What is this page about?

4.   What could you do on the site?

5.   Where would you click first?

Task Question (Participants are given a particular task to do as part of the usability testing and then asked to rate the difficulty of the task)

1.   Please rate the difficulty of completing the task (1 (very easy) to 5 (very difficult)).

1   2   3   4   5