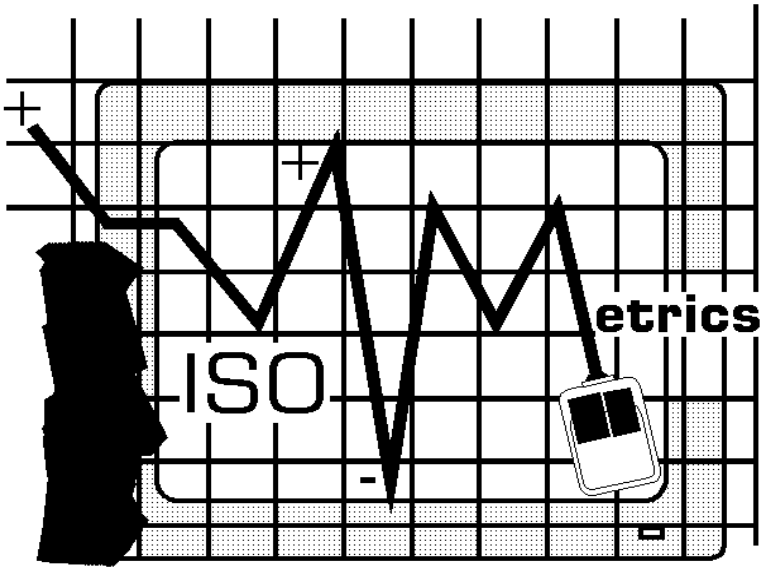

IsoMetricsL

Questionnaire
for the evaluation of graphical user interfaces
based on ISO 9241/10

(long version)

IsoMetrics^{L}

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About this questionnaire

Dear study participant:

The purpose of this questionnaire is to assess the usability of software products. By completing it, you are enabling us to identify and remedy any shortcomings, with the aim of enhancing its user-friendliness.

The questionnaire contains statements (items) about the user-friendliness of software products. Please indicate the extent to which you agree or disagree with each of these statements, making use of the scale provided in each case. Here is an example:

		Pre-dominantly disagree		So - so		Pre-dominantly agree	No opinion
0	Computers are useful work aids.	**1**	**2**	**3**	**4**	X **5**	

If you think that "Computers are useful work aids" , then mark the "5" for "**Predominantly agree**" with an X. If you find you cannot agree with this statement, then mark the "1" for "**Predominantly disagree**". You can also indicate various degrees of agreement between these two poles by marking the corresponding numbers. If for some reason you cannot or do not wish to reply, you should mark the field below "**no opinion**" with an X.

In addition, you are requested to rate the *importance* of this item in terms of supporting your general impression of the software:

	Un-important		So - so		Important	No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	X **4**	**5**	

Mark "1" if you think the item is "**unimportant**", mark "5", if you think it is "**important**", otherwise chose a number between these two poles. If for some reason you cannot or do not wish to reply, you should mark the field below "**no opinion**".

Finally, in order to pinpoint weaknesses concerning the item in question you are asked to write down aspects of the software which, in your opinion, are in *need of improvement*:

"**Can you give a concrete example where you cannot agree with the above statement?**"

Your detailed description of a weak-point and it's exact location will enable us to deleting the error. (But of course, you don't have to give any statement if you cannot or do not wish to do so: in this case just skip over and continue with the next item.)

Thank you very much for your cooperation.

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
A.1	The software forces me to perform tasks that are not related to my actual work.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you can agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
A.3	The software lets me completely perform entire work routines.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
A.4	The functions implemented in the software support me in performing my work.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
A.6	The way in which data is entered is suited to the tasks I want to perform with the software.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
A.7	I perceive the arrangement of the fields on-screen as sensible for the work I do with the software.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
A.8	Too many different steps need to be performed to deal with a given task.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you can agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
A.9	The way in which data is output is suited to the tasks I want to perform with the software.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
A.10	The software is well suited to the requirements of my work.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
A.11	In a given screen, I find all of the information I need in that situation.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
A.12	The terminology used in the software reflects that of my work environment.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
A.14	The software provides me with a repeat function for work steps that must be performed several times in succession.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
A.15	I can easily adapt the software for performing new tasks.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
A.16	The important commands required to perform my work are easy to find	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
A.17	I am able to adjust the presentation of results (on the screen, to printer, plotter etc.) to my various work requirements.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
A.18	The presentation of the information on the screen supports me in performing my work.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
S.2	I can call up specific explanations for the use of the system, if necessary.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
S.3	I understand immediately what is meant by the messages displayed by the software	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
S.5	It is easy to retrieve information about a certain entry field.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
S.6	When menu items are not available in certain situations, this fact is visually communicated to me.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
S.7	If I want, the software will display not only general explanations but also concrete examples to illustrate points.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
S.8	The explanations the software gives me clearly refer to the specific situations in which they are output.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
S.9	If I want, the software displays basic information about conceptual aspects of the program.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
S.10	The software provides me with enough information about which entries are permitted in a particular situation.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
S.11	I can tell straight away which functions are invoked by the various menu items.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
S.12	The terms and concepts used in the software are clear and unambiguous.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
S.13	The software always visually marks the current entry location (e.g. by a highlight, a contrasting color, a blinking cursor, etc.).	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
S.14	I can easily tell the difference among feedback messages, requests to confirm inputs or commands, warnings, and error messages.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
T.2	The possibilities for navigating within the software are adequate.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
T.3	The software makes it easy for me to switch between different menu levels.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
T 4	The software lets me return directly to the main menu from any screen.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
T.5	I can interrupt any dialog at any time.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
T.6	It is always easy for me to evoke those system procedures that are necessary for my actual work.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
T.7	It's easy for me to move back and forth between different screens.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
T 8	The software allows me to interrupt functions at any point, even if it is waiting for me to make an entry.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
T.10	The navigation facilities of the software support optimal usage of the system functionality.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
T.12	In order to perform my tasks, the software requires me to perform a fixed sequence of steps.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you can agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
T.13	When selecting menu items, I can speed things up by directly entering a letter or a command code.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
T.15	It is always possible to abort a running procedure manually.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
E 8	The software is inconsistently designed, thus making it more difficult for me to do my work.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you can agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
E.1	I can anticipate which screen will appear next in a processing sequence.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
E.2	I have no difficulty in predicting how long the software will need to perform a given task.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
E.3	The designations are used consistently in all parts of the software I am familiar with.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
E.4	I find that the same function keys are used throughout the program for the same functions.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
E.5	When executing functions, I have the feeling that the results are predictable.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
E.6	My impression is that the same possibilities are consistently available for moving within and between different parts of the software.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
E.7	The messages output by the software always appear in the same screen location.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
F.1	When working with the software, even small mistakes have sometimes had serious consequences.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you can agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
F.2	Even if I make a mistake, the information (e.g. data, text, and graphics) which I have just entered is not lost.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
F.3	If I make a mistake while completing a form, I can easily restore everything to its previous state.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
F.4	When I attempt to perform a destructive operation (e.g. deletion of data etc.), I am always first prompted to confirm the action.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
F.5	My impression is that very little effort is involved in correcting mistakes.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
F.6	When I make entries, they are first checked for correctness before further processing is initiated.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
F.7	No system errors (e.g. crashes) occur when I work with the software.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
F.8	If I make a mistake while performing a task, I can easily undo the last operation.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
F.9	I have never made an entry that caused a software error (e.g. a system/program crash or an undefined dialog state).	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
F.10	The software includes safety features to help prevent unintended actions (e.g. critical keys spaced well apart, highlights, designations that are not easily confused).	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
F.12	The software provides me with useful information on how to recover from error situations.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
F.13	I perceive the error messages as helpful.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
F.14	In some situations the software waits too long before calling attention to wrong entries.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you can agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
F.15	The software warns me about potential problem situations	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
F.16	The software lets me keep the original data even after it has been changed.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
I.1	The software lets me adapt forms, screens and menues to suit my individual preferences.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
I 4	The software can be easily adapted to suit my own level of knowledge and skill.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
I.6	I am able to adjust the amount of information (data, text, graphics, etc.) displayed on-screen to my needs.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
I.7	The software lets me change the names of commands, objects and actions to suit my personal vocabulary.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
I.8	I can adjust the attributes (e.g. speed) of the input devices (e.g. mouse, keyboard) to suit my individual needs.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
I.11	I can adjust the attributes (e.g. speed) of the input devices (e.g. mouse, keyboard) to suit my individual needs.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
L.1	I needed a long time to learn how to use the software.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you can agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
L.2	It is easy for me to relearn how to use the software after a lengthy interruption.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
L.3	The explanations provided help me understand the software so that I become more and more skilled at using it.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
L.4	So far I have not had any problems in learning the rules for communicating with the software, i.e. data entry.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
L.5	I was able to use the software right from the beginning by myself, without having to ask coworkers for help.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
L.6	I feel encouraged by the software to try out new system functions by trial and error.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
L.7	In order to use the software properly, I must remember a great many details.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you can agree with the above statement?

		Pre-dominantly disagree		So - so		Pre-dominantly agree		No opinion
L.8	I find it easy to use the commands.	**1**	**2**	**3**	**4**	**5**		

	Un-important		So - so		Important		No opinion
Please rate the importance of the above item in terms of supporting your general impression of the software?	**1**	**2**	**3**	**4**	**5**		

Can you give a concrete example where you cannot agree with the above statement?