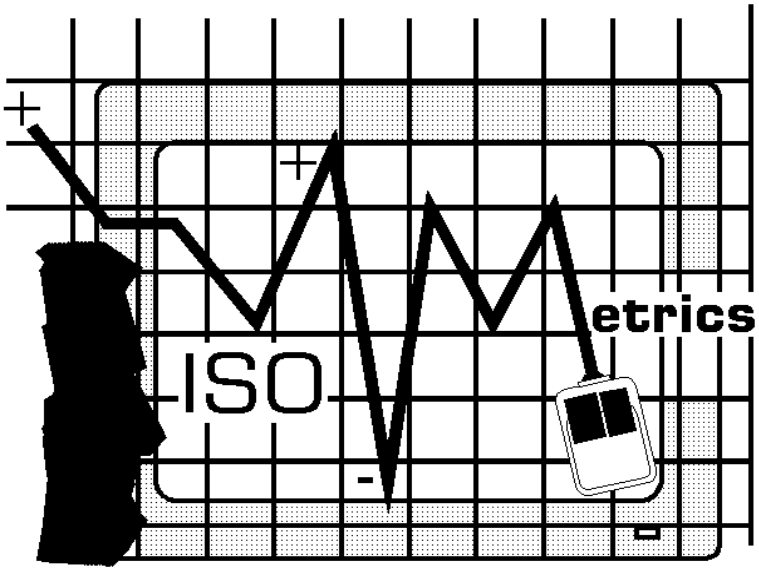

IsoMetrics^{S}

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

(short version)

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About the questionnaire 'IsoMetrics'

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 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	
Index	**dialogue principle**	**1**	**2**	**3**	**4**	**5**	No opinion
0	Computers are useful work aids.					X	

If you think the statement "Computers are useful work aids" is true, then mark column "5" for "**Predominantly agree**" (as shown) with an X. If you find you cannot agree with this statement, then mark column "1" for "**Predominantly disagree**". You can also indicate various degrees of agreement between these two poles by marking the corresponding numbers (column 2 or 4). If for some reason you cannot or do not wish to reply, you should mark the last column "**no opinion**" with an X.

Thank you very much for your cooperation.

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		Pre-dominantly disagree		So - so		Pre-dominantly agree	
Index	**suitability for the task**	**1**	**2**	**3**	**4**	**5**	No opinion
A.1	The software forces me to perform tasks that are not related to my actual work.						
A.3	The software lets me completely perform entire work routines.						
A.4	The functions implemented in the software support me in performing my work.						
A.6	The way in which data is entered is suited to the tasks I want to perform with the software.						
A.7	I perceive the arrangement of the fields on-screen as sensible for the work I do with the software.						
A.8	Too many different steps need to be performed to deal with a given task.						
A.9	The way in which data is output is suited to the tasks I want to perform with the software.						
A.10	The software is well suited to the requirements of my work.						
A.11	In a given screen, I find all of the information I need in that situation.						
A.12	The terminology used in the software reflects that of my work environment.						
A.14	The software provides me with a repeat function for work steps that must be performed several times in succession.						
A.15	I can easily adapt the software for performing new tasks.						
A.16	The important commands required to perform my work are easy to find						
A.17	I am able to adjust the presentation of results (on the screen, to printer, plotter etc.) to my various work requirements.						
A.18	The presentation of the information on the screen supports me in performing my work.						

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Index	self-descriptiveness	Pre-dominantly disagree 1	2	So - so 3	4	Pre-dominantly agree 5	No opinion
S.2	I can call up specific explanations for the use of the system, if necessary.						
S.3	I understand immediately what is meant by the messages displayed by the software						
S.5	It is easy to retrieve information about a certain entry field.						
S.6	When menu items are not available in certain situations, this fact is visually communicated to me.						
S.7	If I want, the software will display not only general explanations but also concrete examples to illustrate points.						
S.8	The explanations the software gives me clearly refer to the specific situations in which they are output.						
S.9	If I want, the software displays basic information about conceptual aspects of the program.						
S.10	The software provides me with enough information about which entries are permitted in a particular situation.						
S.11	I can tell straight away which functions are invoked by the various menu items.						
S.12	The terms and concepts used in the software are clear and unambiguous.						
S.13	The software always visually marks the current entry location (e.g. by a highlight, a contrasting color, a blinking cursor, etc.).						
S.14	I can easily tell the difference among feedback messages, requests to confirm inputs or commands, warnings, and error messages.						

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Index	controllability	Pre-dominantly disagree 1	2	So - so 3	4	Pre-dominantly agree 5	No opinion
T.2	The possibilities for navigating within the software are adequate.						
T.3	The software makes it easy for me to switch between different menu levels.						
T.4	The software lets me return directly to the main menu from any screen.						
T.5	I can interrupt any dialog at any time.						
T.6	It is always easy for me to evoke those system procedures that are necessary for my actual work.						
T.7	It's easy for me to move back and forth between different screens.						
T.8	The software allows me to interrupt functions at any point, even if it is waiting for me to make an entry.						
T.10	The navigation facilities of the software support optimal usage of the system functionality.						
T.12	In order to perform my tasks, the software requires me to perform a fixed sequence of steps.						
T.13	When selecting menu items, I can speed things up by directly entering a letter or a command code.						
T.15	It is always possible to abort a running procedure manually.						

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Index	conformity with user expectations	Pre-dominantly disagree 1	2	So - so 3	4	Pre-dominantly agree 5	No opinion
E.8	The software is inconsistently designed, thus making it more difficult for me to do my work.						
E.1	I can anticipate which screen will appear next in a processing sequence.						
E.2	I have no difficulty in predicting how long the software will need to perform a given task.						
E.3	The designations are used consistently in all parts of the software I am familiar with.						
E.4	I find that the same function keys are used throughout the program for the same functions.						
E.5	When executing functions, I have the feeling that the results are predictable.						
E.6	My impression is that the same possibilities are consistently available for moving within and between different parts of the software.						
E.7	The messages output by the software always appear in the same screen location.						

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		Pre-dominantly disagree		So - so		Pre-dominantly agree	
Index	**error tolerance**	**1**	**2**	**3**	**4**	**5**	No opinion
F.1	When working with the software, even small mistakes have sometimes had serious consequences.						
F.2	Even if I make a mistake, the information (e.g. data, text, and graphics) which I have just entered is not lost.						
F.3	If I make a mistake while completing a form, I can easily restore everything to its previous state.						
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.						
F.5	My impression is that very little effort is involved in correcting mistakes.						
F.6	When I make entries, they are first checked for correctness before further processing is initiated.						
F.7	No system errors (e.g. crashes) occur when I work with the software.						
F.8	If I make a mistake while performing a task, I can easily undo the last operation.						
F.9	I have never made an entry that caused a software error (e.g. a system/program crash or an undefined dialog state).						
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).						
F.12	The software provides me with useful information on how to recover from error situations.						
F.13	I perceive the error messages as helpful.						
F.14	In some situations the software waits too long before calling attention to wrong entries.						
F.15	The software warns me about potential problem situations.						
F.16	The software lets me keep the original data even after it has been changed.						

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Index	suitability for individualization	Pre-dominantly disagree 1	2	So - so 3	4	Pre-dominantly agree 5	No opinion
I.1	The software lets me adapt forms, screens and menues to suit my individual preferences.						
I.4	The software can be easily adapted to suit my own level of knowledge and skill.						
I.6	I am able to adjust the amount of information (data, text, graphics, etc.) displayed on-screen to my needs.						
I.7	The software lets me change the names of commands, objects and actions to suit my personal vocabulary.						
I.8	I can adjust the attributes (e.g. speed) of the input devices (e.g. mouse, keyboard) to suit my individual needs.						
I.11	I can adjust the software's response times to my own personal working speed.						

Index	suitability for learning	Pre-dominantly disagree 1	2	So - so 3	4	Pre-dominantly agree 5	No opinion
L.1	I needed a long time to learn how to use the software.						
L.2	It is easy for me to relearn how to use the software after a lengthy interruption.						
L.3	The explanations provided help me understand the software so that I become more and more skilled at using it.						
L.4	So far I have not had any problems in learning the rules for communicating with the software, i.e. data entry.						
L.5	I was able to use the software right from the beginning by myself, without having to ask coworkers for help.						
L.6	I feel encouraged by the software to try out new system functions by trial and error.						
L.7	In order to use the software properly, I must remember a great many details.						
L.8	I find it easy to use the commands.						