|  |  |
| --- | --- |
| Project/Release/Study: | Date: |
| Participant: |  |

# Instructions

Based on your experience *today*, check the box that reflects your immediate response to each statement. Don’t think too long about each statement. Make sure you respond to every statement. If you don’t know how to respond, simply check box “3”.

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| --- | --- | --- | --- | --- | --- | --- |
|  |  | **Strongly**  **disagree**  1 | 2 | 3 | 4 | **Strongly**  **agree**  5 |
| 1 | I think that I would like to use the website frequently. |  |  |  |  |  |
| 2 | I found the website to be simple. |  |  |  |  |  |
| 3 | I thought the website was easy to use. |  |  |  |  |  |
| 4 | I think that I could use the website without the support of a technical person. |  |  |  |  |  |
| 5 | I found the various functions in the website were well integrated. |  |  |  |  |  |
| 6 | I thought there was a lot of consistency in the website. |  |  |  |  |  |
| 7 | I would imagine that most people would learn to use the website very quickly. |  |  |  |  |  |
| 8 | I found the website very intuitive. |  |  |  |  |  |
| 9 | I felt very confident using the website. |  |  |  |  |  |
| 10 | I could use the website without having to learn anything new. |  |  |  |  |  |

# Comments

Please provide any comments you have about this website:

# Purpose

* This questionnaire is for use in usability testing conducted at USPTO.
* Provides a single metric for participant Satisfaction
* Mandatory post-test satisfaction measure. You may choose to collect additional metrics.

# Facilitator guidance

* This survey is only for use during a usability test (moderated, unmoderated, in person or remote).
* Give survey once, after all tasks are complete (this is a post test, not post task survey).
* Participants should complete the entire survey once test tasks are complete before any debriefing or further discussion.
* Do not interrupt or ask questions while the participant is filling out the survey.
* If a participant is not sure of an answer, or a question is unclear, they should mark “3”.
* For scoring the SUS, please use the available excel scoring sheet.
* The SUS measures Satisfaction as a single metric. Scores on questions should not be reported individually.
* Make sure to include Instructions text and use the same question and scale label wording if using another medium than this document (e.g. for an online survey).
* This version is the “Positive” version of the SUS. Note this when documenting results. For more information on this version, see [Sauro & Lewis (2011)](http://www.measuringu.com/papers/sauro_lewisCHI2011.pdf).

# References

* Brooke, J. (1996). SUS: A 'quick and dirty' usability scale. In P. W. Jordan, B. Thomas, B. A. Weerdmeester, & I. L. McClelland (Eds.) *Usability Evaluation in Industry* (pp. 189--194). Taylor & Francis: London.
  + [SUS: A Quick and Dirty Usability Scale (Word Document)](http://www.usabilitynet.org/trump/documents/Suschapt.doc)
* Brooke, J. (2013). SUS: a retrospective. *Journal of Usability Studies*, v.8 n.2, p.29-40
  + [SUS: A Retrospective (PDF)](http://uxpajournal.org/wp-content/uploads/pdf/JUS_Brooke_February_2013.pdf)
* Sauro, J., & Lewis, J. R. (2011). When designing usability questionnaires, does it hurt to be positive? In *Proceedings of CHI 2011* (pp. 2215-2223). Vancouver, Canada: ACM.
  + <http://www.measuringu.com/papers/sauro_lewisCHI2011.pdf>
* Sauro, J., & Lewis, J. R. (2012). *Quantifying the user experience: Practical statistics for user research.* Burlington, MA: Morgan-Kaufmann.