Please add your comments about any item. Include any additional criteria you feel should be addressed.

The following ratings refer to Shneiderman's five “Measurable human factors goals,” or *criteria*. First, determine the importance. Rank the criteria on a scale of 1 to 5, with 1 being the most important criterion and 5 being the least important (a *total ordering*). Second, give the software two ratings—Goal and Actual. The first rating, Goal, is what you think this application’s goals **should** be. The second, Actual, is what the software **achieves**. Use time units for questions 1 and 2. Use the scales provided for questions 3, 4, and 5, with the rating being in terms of **importance**, that is, **Low** means not important and **Very High** means very important.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Num** | **Criteria** | **Importance** | | | | | **Goal** | | | | **Actual** | | | |
|  | | **Most** | | | **Least** | |  | | | |  | | | |
| **1** | **2** | **3** | **4** | **5** | **Time** | | | | **Time** | | | |
| **1** | Time to **learn** |  |  |  |  |  |  | | | |  | | | |
| **2** | Speed of **performance** |  |  |  |  |  |  | | | |  | | | |
|  | | | | | | | **Low** | **Mod** | **High** | **Very High** | **Low** | **Mod** | **High** | **Very High** |
| **3** | Handling user **errors** |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **4** | **Retention** over time |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **5** | Subjective **satisfaction** |  |  |  |  |  |  |  |  |  |  |  |  |  |

The following questions are designed to establish a thoughtful evaluation of a user interface. Answer the questions on a scale of 1 to 5, where 1 is a strong no, 5 is a strong yes, and 3 is neutral. If the question does not apply, mark “N/A.” Support your answers in your written report. In particular, any questions that get a “1” or a “5” should be discussed explicitly in your written narrative. You can answer questions 18 and 19 in the space provided or in your written narrative.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Num** | **Question** | **Score** | | | | | |
|  |  | **No** | **Neutral** | | | **Yes** |  |
| **1** | **2** | **3** | **4** | **5** | **N/A** |
| **6** | Is the terminology consistent? |  |  |  |  |  |  |
| **7** | Is the terminology appropriate? |  |  |  |  |  |  |
| **8** | Is the terminology in the user's vocabulary? |  |  |  |  |  |  |
| **9** | Are the instructions consistent? |  |  |  |  |  |  |
| **10** | Do the instructions accurately describe the task? |  |  |  |  |  |  |
| **11** | Do the display layouts simplify the tasks? |  |  |  |  |  |  |
| **12** | Is it easy to customize the interface? |  |  |  |  |  |  |
| **13** | Is the sequence of displays appropriate? |  |  |  |  |  |  |
| **14** | Are the error messages helpful? |  |  |  |  |  |  |
| **15** | Is the online help consistent and useful? |  |  |  |  |  |  |
| **16** | Is it easy to correct errors? |  |  |  |  |  |  |
| **17** | Is the hardware appropriate? |  |  |  |  |  |  |

|  |  |
| --- | --- |
| **Num** | **Comment** |
| **18** | What specific suggestions do you have to improve this interface? |
| **19** | What specific things did you like about this interface? |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Num** | **Overall** | **Score** | | | | |
|  |  | **Trash** | **Poor** | **OK** | **Good** | **Smash** |
| **20** | **What is your overall assessment?** |  |  |  |  |  |

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