

SUS

System Usability Scale



System Usability Scale is a series of 10 Likert-scale questions that produce a score from 0-100. It's a quick and reliable tool to measure perceived usability.

Why use SUS?

The System Usability Scale is not diagnostic and will not tell you what specific problems you have, but it will give you a red or green light to know how badly your usability needs work.

Benefits of using SUS

- A quick way to get a quick and clear judgment about the usability of your product
- It's an easy scale to administer to participants
- It can be used on small sample sizes with reliable results
- It's easy to differentiate between usable and unusable systems

10 SUS questions

1. I think that I would like to use this system frequently.
2. I found the system unnecessarily complex.
3. I thought the system was easy to use.
4. I think that I would need the support of a technical person to be able to use this system.
5. I found the various functions in this system were well integrated.
6. I thought there was too much inconsistency in this system.
7. I would imagine that most people would learn to use this system very quickly.
8. I found the system very cumbersome to use.
9. I felt very confident using the system.
10. I needed to learn a lot of things before I could get going with this system.

SUS response format

Strongly Disagree					Strongly Agree
<input type="radio"/>					
1	2	3	4	5	

Calculating SUS

The users will rank each of the 10 SUS questions above from 1 to 5, based on their level of agreement.

- For each of the odd numbered questions, subtract 1 from the score.
- For each of the even numbered questions, subtract their value from 5.
- Take these new values which you have found, and add up the total score. Then multiply this by 2.5.

The result of all these calculations is that you now have your score out of 100. This is **NOT** a percentage.

How to interpret SUS results?

The average SUS score is **68**. If your score is under 68, then there are probably serious problems with your website usability which you should address. If your score is above 68, then you can consider your product easy to use.

SUS score ranges

- 80.3 or higher is an A. People love your site and will recommend it to their friends
- 68 or thereabouts gets you a C. You are doing OK but could improve
- 51 or under gets you a big fat F. Make usability your priority now and fix this fast.