

SYSTEM USABILITY SCALE (SUS)

Original Design Iceberg companion for planning and reviewing SUS. It does not reproduce or replace the standard SUS questionnaire.

01 / PURPOSE

Define the system, version, population and intended comparison.

02 / INSTRUMENT

Record the canonical questionnaire source and documented language version.

03 / EXPOSURE

List tasks, prior experience, assistance and technical issues to capture.

04 / ADMINISTRATION

Plan independent completion after use and before discussion.

05 / SCORING

Odd items: response minus 1. Even items: 5 minus response. Sum and multiply by 2.5.

06 / ANALYSIS PLAN

Specify summaries, uncertainty, comparison method and missing response policy.

REVIEW & DECISION

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01 / DATA CHECK

Confirm complete responses, scoring direction and documented exclusions.

02 / SUMMARY

Record sample size, distribution, summary score and uncertainty.

03 / CONTEXT

What did respondents experience, including help and system failures?

04 / COMPARABILITY

Which participant, task or administration differences limit comparison?

05 / OTHER EVIDENCE

What observed task problems or strengths accompany the score?

06 / DECISION

Choose the next investigation and state what the score cannot establish.