

## Step 17: Example User Satisfaction Questionnaire<sup>i</sup>

### User Satisfaction Questionnaire Venus, Release 1.0

#### Executive Summary

A three-part questionnaire was distributed to internal users of the Venus, Release 1.0, word processing application. Part I collected demographic information about the user. Part II asked the user to rate general application characteristics, and Part III asked the user to rate very specific word processing functions. Of 180 questionnaires distributed, 57 were returned, and analyses were performed on these.

Overall, the following conclusion and recommendations were drawn from the questionnaire data:

1. **Conclusion:** Users rated this application with generally high satisfaction ratings. This probably partly due to the quality of the application and partly due to the fact that the sample of users who returned questionnaires were relatively inexperienced with and had positive attitudes towards technology. Other groups of users will undoubtedly be more critical.

**Recommendation:** Conduct a follow-up study to distribute the same questionnaire to a group of more experienced (with both technology in general and word processors in particular) users to discover their general level of satisfaction and pinpoint the aspects of the interface that could be improved for them.

2. **Conclusion:** The general application attributes polled in the General Satisfaction section of the questionnaire were considered very important and rated as adequate to good.
3. **Conclusion:** General areas for improvement suggested by the ratings assigned and comments given to the General Satisfaction items include
  - Clearer error messages
  - Ability to abort or reverse initiated operations
  - Protection from normal human error
  - Ease of learning with minimal dependence on manuals, training and human assistance

**Recommendation:**

- Analyze and redesign current error messages to clarify what the problem is, offer advice on how to fix the problem, and follow a consistent syntactic format for ease of reading.
- Provide one consistent way to cancel in-progress operations such as Print, Global Replace, Sort, Super Move/Copy, Search and so on.
- Currently, the Clear key exits your document in overstrike mode, but erases all text typed when in insert mode. This causes many users to lose inserted text by mistake when they forget they are in insert mode and press Clear to exit their document. The Clear key should not be used for both functions. Probably some other key or the menus should be used to exit documents.

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<sup>i</sup> Mayhew, Deborah J.(1999), The Usability Engineering Lifecycle, p. 371