

The System Usability Scale (SUS)

What is the System Usability Scale (SUS)?

The System Usability Scale (SUS) is a commonly used 10-item questionnaire used to evaluate the usability of a product or design. The SUS includes positively worded and negatively worded questions, and you must ensure to account for both types of questions in your analysis (i.e., 1 is a “good” score for some questions and a “bad” score for other questions). When using the SUS, participants are asked to score the following items:

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.

The SUS has five responses that range from “Strongly Agree” to “Strongly Disagree.” You can create the SUS in the UserTesting platform using 5-point rating scale questions.

What are some of the benefits and pitfalls of using SUS?

Benefits	Pitfalls
Easy to administer to participants	The scoring system can be complex and hard to interpret
Can be used with multiple sample sizes and will provide reliable results	Scores have to be normalized if you want to see them as percentages (commonly confused as percentages instead of scores)
Distinguishes between easy-to-use and hard-to-use systems	Not a sufficient method for understanding the “why” behind the numbers

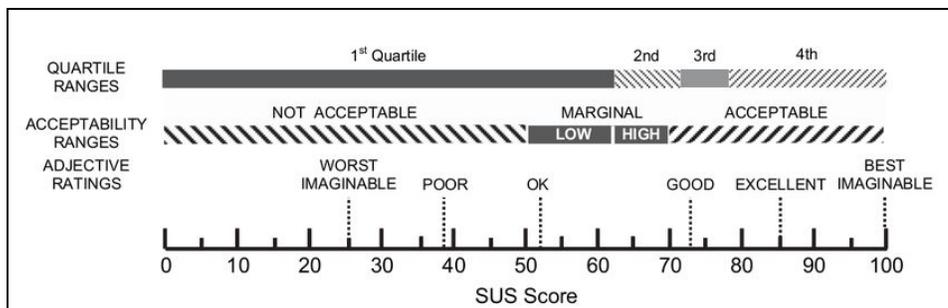
How do you calculate the SUS?

Use the following steps to calculate the SUS:

1. For each positively worded statement (where 5 is a positive answer) subtract 1 from the participant's rating.
2. For each negatively worded statement (where 1 is a positive answer) subtract the participant's rating from 5.
3. Add up the participant's score for each question and multiply that by 2.5 to put it on a 100-point scale.
4. Take the average of those participant scores.

You can also [download our SUS calculator](#) here.

How do you interpret SUS scores?



SUS scores fall on a scale of 0 to 100. The average SUS score falls around 68. Scores above 68 are considered above average and those below 68 are considered below average.*

Resources

*Sauro, Jeff, PhD. "Measuring Usability with the System Usability Scale (SUS)". MeasuringU. Last modified February 2, 2011. <https://measuringu.com/sus/>.

Usability.gov. "System Usability Scale (SUS)". Accessed October 8, 2017. <https://www.usability.gov/how-to-and-tools/methods/system-usability-scale.html#>

Bangor, Aaron, PhD, CHFP, Philip Kortum, PhD, and James Miller, PhD. 2009. "Determining What Individual SUS Scores Mean: Adding an Adjective Rating Scale". *Journal of Usability Studies*, Vol. 4, Issue 3 (May): 114–23. <https://uxpajournal.org/determining-what-individual-sus-scores-mean-adding-an-adjective-rating-scale/>