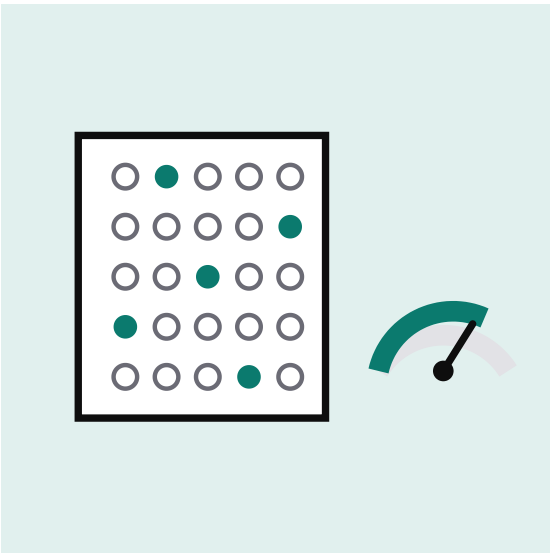
Method

System Usability Scale (SUS)

A ten-statement questionnaire answered right after using a product, giving a 0 to 100 score for how easy it was to use.



In Spanish
Escala de usabilidad del sistema (SUS)

Origin
Brooke (1996)

Output
A 0 to 100 score of perceived usability, comparable across versions

What it's for

It helps you put a number on ease of use, which observing a test doesn't give, to compare versions or products quickly.

Key elements

Ten statements, five answers
Each statement is rated from "strongly disagree" to "strongly agree."

Positive and negative, alternating
That way people read each statement instead of ticking everything the same.

A score, not a percentage
The 0 to 100 is for comparing; a 70 doesn't mean 70%.

How it's done

1 

The person uses the product or does the test tasks.

2 

They answer the ten statements, without overthinking them.

3 

Calculate the score and compare it with other versions.

Applications in design

When to use it

At the end of a usability test, or to compare two versions of the same product.

Avoid

Reading each statement on its own, or taking the number as a diagnosis of what fails.

Don't fall for it

Always pair it with what you observed in the test, which explains the why behind the number.

Connections

Builds on

- Say vs. do
- Usability

Related to

- Survey
- Usability testing

Authors and works

1996	**John Brooke**	Created the scale in 1986 at Digital Equipment Corporation and made it free to use; he published it in 1996 as a "quick and dirty" measure of usability.
2013	**John Brooke**	Reviewed nearly three decades of use and clarified that the score isn't a percentage and should be read by comparing it with others.

Sources

Original sources

- Brooke, J. (1996). SUS: A "quick and dirty" usability scale. In P. W. Jordan, B. Thomas, B. A. Weerdmeester e I. L. McClelland (Eds.), Usability evaluation in industry (pp. 189–194). Taylor & Francis.

Academic reviews

- Brooke, J. (2013). SUS: A retrospective. Journal of Usability Studies, 8(2). View source (https://uxpajournal.org/issue/volume-8-issue-2)

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