

## USER SATISFACTION QUESTIONNAIRE

<b>System/Project:</b>	<b>Date written:</b>
<b>Questionnaire No.:</b>	<b>Date returned:</b>
<b>Job title:</b>	<b>Length of time at this job:</b>

### General questions

#		5	4	3	2	1
1	Are you satisfied with overall system operation?					
2	Does the system fulfill your requirements as described in the Analysis document?					
3	How useful is the system in your day-to-day work?					
4	Are you satisfied with the system's user-friendliness?					
5	How do you rate the system's response time?					
6	Are you satisfied with the training you received?					
7	Are you satisfied with the service from the help desk?					

### Additional questions (for experienced users)

#		5	4	3	2	1
1	How do you rate the system's availability and stability?					
2	How do you rate the system's reliability (the trustworthiness of the data)?					
3	If the system development and operation were outsourced, how do you rate the level of service and help provided?					
4	How do you rate the system's data security?					
5	How well are bugs handled, repairs performed, and changes managed?					
6	Is the system open and flexible, accommodating changes and improvements?					
7	Is the users' forum active and involved?					