

# System Usability Scale (SUS)

"...Provides a 'quick and dirty' reliable tool for measuring usability. It consists of a 10-item questionnaire with five response options for respondents—from Strongly agree to Strongly disagree."

<https://www.usability.gov/how-to-and-tools/methods/system-usability-scale.html>

## MARCH 2019 Results

SUS Score: 74.4 out of 100

Total Responses: 244

Industry Comparison: 3rd Quartile | Top 25%-50% | Average for a GUI

## INTERESTING INSIGHTS

Stage group and product tier usage don't affect perception of usability.

Infrequent and less-tenured users are much less satisfied with overall usability. (Caution: Sample size low)

Mobile and tablet usage is relatively low.

## FREQUENCY OF USE

	# Responses	SUS Score
Every day	152	74.65
2-3 times/week	26	72.50
4-5 times/week	43	73.43
1 time/week	12	71.88
Less than 1/week	11	62.73
<b>Total</b>	<b>244</b>	

## TENURE OF USE

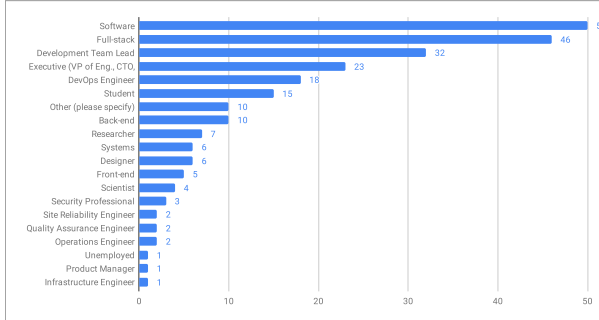
	# Responses	SUS Score
Less than 1 month	1	62.50
1-6 months	6	56.25
7-11 months	11	73.64
1-2 years	55	73.77
3-4 years	121	74.43
Longer than 5 years	50	75.80
<b>Total</b>	<b>244</b>	

## Is there anything else you'd like to share with us today about GitLab's usability?

Topic	# Responses	Topic	# Responses	Topic	# Responses
Learnability	9	General usability	5	Mobile	2
General positive	9	Docs/help	5	Merge requests	2
Navigation & discoverability	8	System speed & reliability	4	Search	1
Pipelines	5	Issues	4	Permissions	1
New features	5	GitLab Pages	3	Dependency management	1
Integrations	5	CI	3		

[See Free-Text Responses](#)

## NUMBER OF RESPONSES BY JOB TITLE



## WHAT DOES THE QUARTILE MEAN?

Table 1. Summary of SUS Scores by User Interface Type

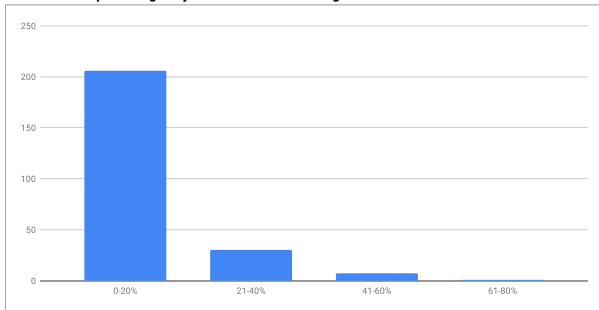
Interface Type	Total Count	Count for this study	Total Mean Score
Web	1433 (41%)	317 (33%)	68.2
Cell phones	593 (17%)	372 (39%)	65.9
TV	573 (17%)	339 (33%)	73.4
GUI	250 (7%)	12 (1%)	76.2
Hardware	237 (7%)	0 (0%)	71.8
TV	185 (5%)	35 (4%)	67.8
<b>Total</b>	<b>3462</b>	<b>394</b>	<b>68.2</b>

Table 2. Quartiles for SUS Study Mean Scores (n=273 studies)

Quartile	Lower Bound	Upper Bound
1	50.0	62.4
2	62.6	70.5
3	70.5	77.8
4	77.8	93.9

<http://uxpajournal.org/determining-what-individual-sus-scores-mean-adding-an-adjective-rating-scale/>

## MOBILE: What percentage of your visits are made using a mobile device?



## TABLET: What percentage of your visits are made using a tablet?

