UEQ+ A Modular Extension of the User Experience Questionnaire

Template for preparation of an English version of the UEQ+ questionnaire

The UEQ+ follows a modular approach. The UEQ+ is not intended for direct use. Instead, the user has the possibility to prepare a custom questionnaire and to select the scales most suitable for the project from a catalogue of scales. For details on the approach, refer to the UEQ+ manual.

Page 2 of this template provides pre-formulated instructions for the participants in the survey. Of course, specific instructions can also be added.

On the following pages all available scales for the UEQ+ are listed with their items. Simply delete the scales that are not required for your survey. The red scale names serve for orientation and support preparation of the questionnaire. Please delete them in the final version for the participants.

Please do not delete or change any individual items within the scales!

For general information concerning the application of the UEQ+, please refer to the UEQ+ manual.

Please let us have your assessment.

Please complete the following questionnaire to assess the product. The questionnaire contains opposing pairs of product properties. The grades between the opposites are indicated by circles. Check one of the circles to indicate your level of agreement with the individual terms.

Example:

unattractive	○	⊗	○	○	○	○	○	attractive

With this assessment, you state that you consider the product rather unattractive than attractive.

Try to make a spontaneous decision! It is important not to think too long about the terms to reach a direct assessment. Please always check one answer, even if you are insecure about your assessment of one pair of terms or if you think that it does not fit the product.

The opposing pairs are indicated in groups relating to one similar aspect. Under each group, you have the possibility to state the importance of the respective aspect for your overall impression of the product.

There are no "right" or "wrong" answers. Your personal opinion is all that counts!

Please only check one circle in each line.

	1	2	3	4	5	6	7	

Attractiveness

In my opinion, the product is generally

annoying	○	○	○	○	○	○	○	enjoyable
bad	○	○	○	○	○	○	○	good
unpleasant	○	○	○	○	○	○	○	pleasant
unfriendly	○	○	○	○	○	○	○	friendly

I consider the product property described by these terms as

Completely irrelevant	○	○	○	○	○	○	○	Very important

Efficiency

To achieve my goals, I consider the product as

slow	○	○	○	○	○	○	○	fast
inefficient	○	○	○	○	○	○	○	efficient
impractical	○	○	○	○	○	○	○	practical
cluttered	○	○	○	○	○	○	○	organized

I consider the product property described by these terms as

Completely irrelevant	○	○	○	○	○	○	○	Very important

Perspicuity

In my opinion, handling and using the product are

not understandable	○	○	○	○	○	○	○	understandable
difficult to learn	○	○	○	○	○	○	○	easy to learn
complicated	○	○	○	○	○	○	○	easy
confusing	○	○	○	○	○	○	○	clear

I consider the product property described by these terms as

Completely irrelevant	○	○	○	○	○	○	○	Very important

Dependability

In my opinion, the reactions of the product to my input and command are

unpredictable	○	○	○	○	○	○	○	predictable
obstructive	○	○	○	○	○	○	○	supportive
not secure	○	○	○	○	○	○	○	secure
does not meet expectations	○	○	○	○	○	○	○	meets expectations

I consider the product property described by these terms as

Completely irrelevant	○	○	○	○	○	○	○	Very important

Stimulation

In my opinion, handling and working with the product are

not interesting	○	○	○	○	○	○	○	interesting
boring	○	○	○	○	○	○	○	exiting
inferior	○	○	○	○	○	○	○	valuable
demotivating	○	○	○	○	○	○	○	motivating

I consider the product property described by these terms as

Completely irrelevant	○	○	○	○	○	○	○	Very important

Novelty

In my opinion, the idea behind the product and its design are

dull	○	○	○	○	○	○	○	creative
conventional	○	○	○	○	○	○	○	inventive
usual	○	○	○	○	○	○	○	leading edge
conservative	○	○	○	○	○	○	○	innovative

I consider the product property described by these terms as

Completely irrelevant	○	○	○	○	○	○	○	Very important

Trust

Regarding the use of my personal information and data, the product is

insecure	○	○	○	○	○	○	○	secure
untrustworthy	○	○	○	○	○	○	○	trustworthy
unreliable	○	○	○	○	○	○	○	reliable
non-transparent	○	○	○	○	○	○	○	transparent

I consider the product property described by these terms as

Completely irrelevant	○	○	○	○	○	○	○	Very important

Haptics

In my opinion, the surface of the product is

unstable	○	○	○	○	○	○	○	stable
unpleasant to the touch	○	○	○	○	○	○	○	pleasant to the touch
rough	○	○	○	○	○	○	○	smooth
slippery	○	○	○	○	○	○	○	slip-resistant

I consider the product property described by these terms as

Completely irrelevant	○	○	○	○	○	○	○	Very important

Acoustics

The noise during use of the product is

loud	○	○	○	○	○	○	○	quiet
dissonant	○	○	○	○	○	○	○	melodic
booming	○	○	○	○	○	○	○	dampened
piercing	○	○	○	○	○	○	○	soft

I consider the product property described by these terms as

Completely irrelevant	○	○	○	○	○	○	○	Very important

Personalization

Regarding my personal requirements and preferences, the product is

not adjustable	○	○	○	○	○	○	○	adjustable
not changeable	○	○	○	○	○	○	○	changeable
inflexible	○	○	○	○	○	○	○	flexible
not extendable	○	○	○	○	○	○	○	extendable

I consider the product property described by these terms as

Completely irrelevant	○	○	○	○	○	○	○	Very important

Usefulness

I consider the possibility of using the product as

useless	○	○	○	○	○	○	○	useful
not helpful	○	○	○	○	○	○	○	helpful
not beneficial	○	○	○	○	○	○	○	beneficial
not rewarding	○	○	○	○	○	○	○	rewarding

I consider the product property described by these terms as

Completely irrelevant	○	○	○	○	○	○	○	Very important

Value

I generally consider the design of the product as

inferior	○	○	○	○	○	○	○	valuable
not presentable	○	○	○	○	○	○	○	presentable
tasteless	○	○	○	○	○	○	○	tasteful
not elegant	○	○	○	○	○	○	○	elegant

I consider the product property described by these terms as

Completely irrelevant	○	○	○	○	○	○	○	Very important

Visual Aesthetics

In my opinion, the visual design of the product is

ugly	○	○	○	○	○	○	○	beautiful
lacking style	○	○	○	○	○	○	○	stylish

unappealing	○	○	○	○	○	○	○	appealing
unpleasant	○	○	○	○	○	○	○	pleasant

I consider the product property described by these terms as

Completely irrelevant	○	○	○	○	○	○	○	Very important

Intuitive Use

In my opinion, using the product is

difficult	○	○	○	○	○	○	○	easy
illogical	○	○	○	○	○	○	○	logical
not plausible	○	○	○	○	○	○	○	plausible
inconclusive	○	○	○	○	○	○	○	conclusive

I consider the product property described by these terms as

Completely irrelevant	○	○	○	○	○	○	○	Very important

Trustworthiness of Content

In my opinion, the information and data provided by the product are

useless	○	○	○	○	○	○	○	useful
implausible	○	○	○	○	○	○	○	plausible
untrustworthy	○	○	○	○	○	○	○	trustworthy
inaccurate	○	○	○	○	○	○	○	accurate

I consider the product property described by these terms as

Completely irrelevant	○	○	○	○	○	○	○	Very important

Quality of Content

In my opinion, the information and data provided by the product are

obsolete	○	○	○	○	○	○	○	up-to-date
not interesting	○	○	○	○	○	○	○	interesting
poorly prepared	○	○	○	○	○	○	○	well prepared
incomprehensible	○	○	○	○	○	○	○	comprehensible

I consider the product property described by these terms as

Completely irrelevant	○	○	○	○	○	○	○	Very important

Clarity

In my opinion the user interface of the product looks

• poorly grouped	○	○	○	○	○	○	○	well grouped
unstructured	○	○	○	○	○	○	○	structured
disordered	○	○	○	○	○	○	○	ordered
disorganized	○	○	○	○	○	○	○	organized

I consider the product property described by these terms as

Completely irrelevant	○	○	○	○	○	○	○	Very important

Response behavior

In my opinion the response behaviour of the voice assistant is

artificial	○	○	○	○	○	○	○	natural
unpleasant	○	○	○	○	○	○	○	pleasant
unlikeable	○	○	○	○	○	○	○	likeable
boring	○	○	○	○	○	○	○	entertaining

I consider the product property described by these terms as

Completely irrelevant	○	○	○	○	○	○	○	Very important

Response quality

The answers and questions asked by the voice assistant are

inappropriate	○	○	○	○	○	○	○	suitable
useless	○	○	○	○	○	○	○	useful
not helpful	○	○	○	○	○	○	○	helpful
unintelligent	○	○	○	○	○	○	○	intelligent

I consider the product property described by these terms as

Completely irrelevant	○	○	○	○	○	○	○	Very important

Comprehensibility

In my opinion the voice assistant has understood my voice commands

complicated	○	○	○	○	○	○	○	simple
unambiguous	○	○	○	○	○	○	○	ambiguous
inaccurate	○	○	○	○	○	○	○	accurate
enigmatic	○	○	○	○	○	○	○	explainable

I consider the product property described by these terms as

Completely irrelevant	○	○	○	○	○	○	○	Very important