

# Accessible Usability Scale (AUS)

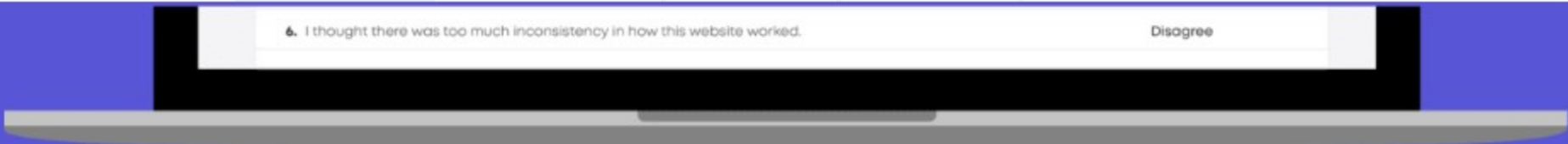
The Accessible Usability Scale (AUS) is a free tool to measure the usability of a digital product for assistive technology users. Inspired by the System Usability Scale (SUS), the Accessible Usability Scale consists of ten questions administered at the end of a user experience to calculate a score.



[Start AUS Survey](#)

The screenshot shows the Fable AUS survey results page. At the top, it displays the Fable logo and a 'Close survey' button. The main heading is 'AUS score is 75', with a 'Download AUS Score' button to the right. Below this, there are two summary cards: 'AUS score' showing the score of 75 and a note to use it as a benchmark, and 'Participant configuration' showing details like 'Assistive tech type: Screen reader', 'Assistive technology: VoiceOver', 'Device type: Mobile', and 'Browser: Firefox'. At the bottom, there is a 'Response details' table with columns for 'Question' and 'Answer'.

Question	Answer
1. I would use this website frequently, if I had a reason to.	Agree
2. I found the website unnecessarily complex.	Neutral
3. I thought the website was easy to use.	Strongly disagree
4. I think that I would need the support of another person to use all the features of this website.	Agree
5. I found the various functions of the website made sense and were compatible with my technology.	Strongly agree



## Why use the Accessible Usability Scale



### It's easy

AUS is an easy-to-understand psychometric survey that assistive technology users require little to no support to complete.



### It's numerical

Numerical scores don't require a significant amount of subject matter expertise to understand, unlike WCAG or heuristic evaluations.



### It's inclusive

AUS scores complement SUS scores. The AUS is tailored to people who use assistive technology.



### It's free

The AUS is available and free to use. If you have ideas on how to improve it, we ask that you [share your feedback](#) with us!

## Using the Accessible Usability Scale

The AUS is designed to capture and measure the perceived usability of a product for an assistive technology user. It's most effective when implemented consistently in your research and user testing practice so that you can compare each session's score to your own benchmark.

The best time to use the AUS is at the end of task-oriented research. If you administer this survey verbally, be aware that some participants can be heavily influenced by the researcher and 'tell you what you want to hear', rather than being fully honest with responses. We recommend avoiding follow up questions while the survey is being conducted. The survey is accessible to assistive technology users, so it is suggested to share it with your

participants to fill in directly.

### What are the questions?

AUS is comprised of ten statements with five possible response options. These responses sit on what is called a Likert or rating scale. It is a multiple choice survey with options ranging from ‘Strongly Disagree’ to ‘Strongly Agree’.

AUS consists of alternating statements from positive to negative notions, forcing participants to carefully read each statement and respond accordingly. The alternating model is well proven to minimize extreme response and reduce agreement bias.

I would like to use this website frequently, if I had a reason to.

I found the website unnecessarily complex.

I thought the website was easy to use.

I think that I would need the support of another person to use all of the features of this website.

I found the various functions of the website made sense and were compatible with my technology.

I thought there was too much inconsistency in how this website worked.

I would imagine that most people with my assistive technology would learn to use this website quickly.

I found the website very cumbersome or awkward to use.

I felt very confident using the website.

I needed to familiarize myself with the website before I could use it effectively.

### How is the score calculated?

The first step in quantifying a perceived usability with AUS is to assign a scale position for each possible response.

For the positively worded statements (questions 1, 3, 5, 7, and 9), the score contribution is identified by taking the scale position and subtracting 1. Then, multiplying the resulting number by 2.5.

Response	Scale Position
Strongly Disagree	1
Disagree	2



For the negatively worded statements (questions 2, 4, 6, 8, and 10), the score contribution is 5 minus the scale position. Then, multiplying the resulting number by 2.5.

Agree	4
Strongly Agree	5

**Example score:**

#	Statement	Scale Position	Calculation
1	I would use this website frequently, if I had a reason to.	Agree – 4	$(4-1) \times 2.5 = 7.5$
2	I found the website unnecessarily complex.	Strongly disagree – 1	$(5-1) \times 2.5 = 10$
3	I thought the website was easy to use.	Strongly agree – 5	$(5-1) \times 2.5 = 10$
4	I think that I would need the support of another person to use all of the features of this website.	Neutral – 3	$(5-3) \times 2.5 = 5$
5	I found the various functions of the website made sense and were compatible with my technology.	Agree – 4	$(4-1) \times 2.5 = 7.5$
6	I thought there was too much inconsistency in how this website worked.	Strongly disagree – 1	$(5-1) \times 2.5 = 10$
7	I would imagine that most people with my assistive technology would learn to use this website quickly.	Agree – 4	$(4-1) \times 2.5 = 7.5$
8	I found the website very cumbersome or awkward to use.	Strongly disagree – 1	$(5-1) \times 2.5 = 10$
9	I felt very confident using the website.	Strongly agree – 5	$(5-1) \times 2.5 = 10$
10	I needed to familiarize myself with the website before I could use it effectively.	Disagree – 2	$(5-2) \times 2.5 = 7.5$

**Score**

**85**

## Why we made AUS

Fable's co-founder Abid Virani explains the background of why Fable developed the AUS, as well as the reasoning for leveraging the System Usability Scale's existing framework. In the words of the SUS creator John Brooke, "if there isn't a relevant questionnaire for your situation, you can devise one."



[Building the AUS](#)

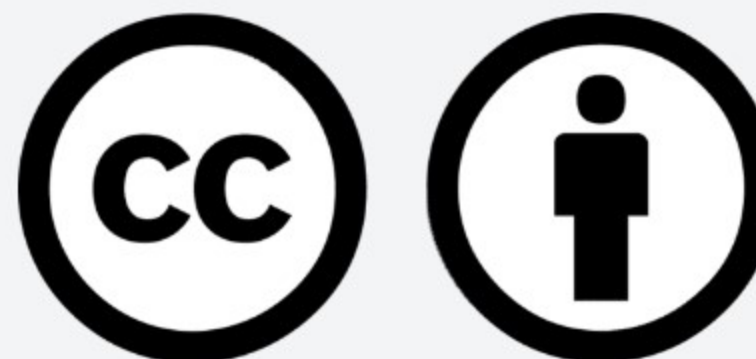
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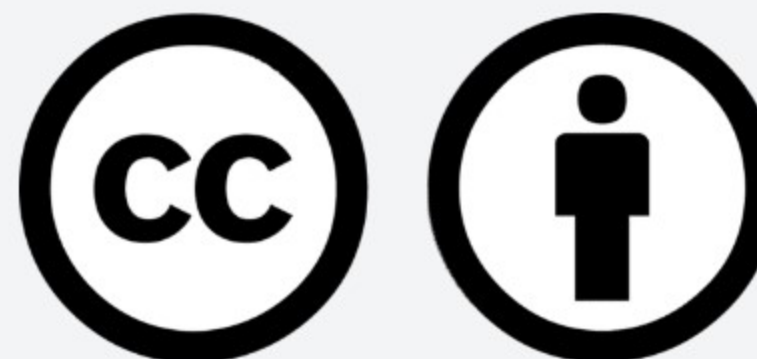




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