

TABLE 5.7 PRODUCTIVITY SOFTWARE EVALUATION RUBRIC

SOFTWARE:

DESCRIPTION:

VENDOR:

COST:

NOTES ON USE:

Please rate the features below for each piece of software. Next to each of the items in the rubric, check the box that best reflects your opinion.

EVALUATION CRITERIA

<i>Software Feature</i>	<i>1 Poor</i>	<i>2 Below Average</i>	<i>3 Average</i>	<i>4 Above Average</i>	<i>5 Excellent</i>
Documentation	Documentation is excessively technical and/or difficult to follow	Documentation is generally understandable but not very user-friendly	Documentation is user-friendly and reasonably easy to follow	Clear documentation that is logical and easy to follow	Very clear, user-friendly documentation that leaves no questions
Technical support	No local or toll-free telephone support available	No local support; phone support available for an hourly fee	Local support and phone support available for modest fees	Local tech help available for modest fee; no charge phone support	Local help and toll free support readily available at no charge
Multiple users	Cannot be used by more than one user	Usable by multiple users if per-user licensing is purchased	Payment of a relatively small fee allows multiple users	No additional fee but allows addition of up to 10 users	Comes with permission for multiple users
Help features	Few or no help features available	Help limited to a Help or Read-Me file on installation CD	Clicking a Help button provides on-screen assistance with common problems	Help button is content-sensitive and provides clear help	Highlighting and clicking area of difficulty brings up a related help feature
Tutorials	No tutorials provided	Tutorials may be ordered for a fee	Limited tutorial provided on CD or may be requested without charge	Tutorials offered as an online option or on CD	Extensive online and CD-based tutorials provided

EVALUATION CRITERIA

<i>Software Feature</i>	<i>1 Poor</i>	<i>2 Below Average</i>	<i>3 Average</i>	<i>4 Above Average</i>	<i>5 Excellent</i>
Administrative features	Lacks some of the commonly included basic features	Only basic features are included	Basic features and additional features are included	Includes most of the features desired	Comprehensive features included
Multiple platforms	Works on only one operating system	Although purchased for one platform, versions for other platforms may be purchased	Program will run on multiple operating systems; features may vary with platform	May be used on multiple platforms; features similar although not identical	May be used on multiple platforms with consistent features across platforms
Conversion/import/export features	No provision for conversion between software	Cannot be imported or exported into other programs but can be converted into a few of the more popular formats	Can be converted, imported, or exported into programs by major vendors	Easily converted into common formats; maintains most of format features	Fully compatible via conversion, import, and export with all vendors
All needed applications (if a suite or integrated software)	Missing many applications that are needed	Some needed applications missing from package	Most of the expected applications are included and compatible with each other	All basic applications included and fully integrated	Includes applications beyond those needed; full integration within suite and compatible with other vendor software
Hardware compatibility	Requires upgrades for some hardware to work on all machines	Requires limited upgrades to some machines	Will work on most machines without upgrades	Works acceptably on all machines without upgrades	Maximum performance with no hardware upgrades required on any machines
Cost	Expensive when compared to other vendors	Cost is relatively high when compared to other vendors	Average cost	Reasonably priced; includes some discounts	Special pricing for educational users

Total the score for each piece of software. Compare the scores. The piece of software with the highest score is your best choice.