

## Assessing the Usability of Software Applications: a Case Study

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**Abstract.** Usability is a critical factor in determining the success of a software application and user satisfaction with respect to it. It tackles how effectively, efficiently and satisfactorily the users interact with a system. This paper explores existing methods used to quantify the usability evaluation of software applications, focusing on standardized questionnaires, which capture user feedback in a structured manner, thus aiding in evaluating and improving system design. We present a case study of an educational management platform widely used in Romanian schools, to demonstrate how these questionnaires can be applied in a real-world scenario. Our findings contribute to the literature focused on refining user experience evaluation in educational technologies.