Usability Testing Exercise

To be done in groups during Thursday’s class and reported on in your web notebook
I. Develop Materials (30 min.)
Further details in next 3 slides

1. Observer briefing
2. User introduction (5 minutes)
3. Informed consent
4. Non Disclosure Agreement
5. Pretest questionnaire
6. User or training documentation (10 minutes)
7. Design your test tasks (5 minutes)
8. Data collection sheet (5 minutes)
9. Posttest questionnaire (5 minutes)
10. Test script
User Introduction

- “Thank you” and tell them briefly about the product
- “We are testing the interface, not you.”
- “It’s weird. I’m just going to observe.”
**Data Collection Sheet**

*Examples of column layout and contents for web page editor*

<table>
<thead>
<tr>
<th>Action</th>
<th>User comments</th>
<th>Observations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Insert video at current cursor location</td>
<td>Hmm, I think I have to be in the edit mode</td>
<td>First went back to home screen, looked for an edit mode, then navigated back to current location before realizing that the system is modeless</td>
</tr>
</tbody>
</table>
Post-Test Questionnaire

*(mostly affect, usually a Likert Scale)*

- e.g., The instructions and prompts are helpful
  Strongly Agree  1  2  3  4  5  Strongly Disagree

Standard instruments available, i.e., Software Usability Measurement Inventory (SUMI)
II. Assign roles (1 min.)

Facilitator Role

- Introduces the test, administers questionnaires, asks questions

Observer Role

- Observes participants’ actions, take notes

“Wizard” for Low-Fidelity Prototype

- Animates prototype in response to participants’ input
- (The facilitator can double as Wizard)
III. Usability Test (2 x 15 min.)

- Find a peer group and carry out the test, beginning with user introduction, ending with post-test questionnaire.
- After 15 minutes, swap (second group tests first group’s prototype)
IV. Analyze and Report (15 min.)

- In your groups, analyze the results of your testing and report on:
  - which features worked well
  - which didn’t
  - suggested design improvements (in priority order)