

Ergonomics Weekly

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Usability Testing

COMPONENTS OF USABILITY



Learnability



Memorability



Efficiency



Satisfaction



Errors

WHY TESTING?



Identify any possible usability **problems**



Collect quantitative data of **performance**



determine participant's **satisfaction** with the product

WHEN TO TEST?



Early & often:

The earlier those problems are found and fixed, the less expensive the fixes are.

WHOM TO TEST?



NOT your partners
or friends

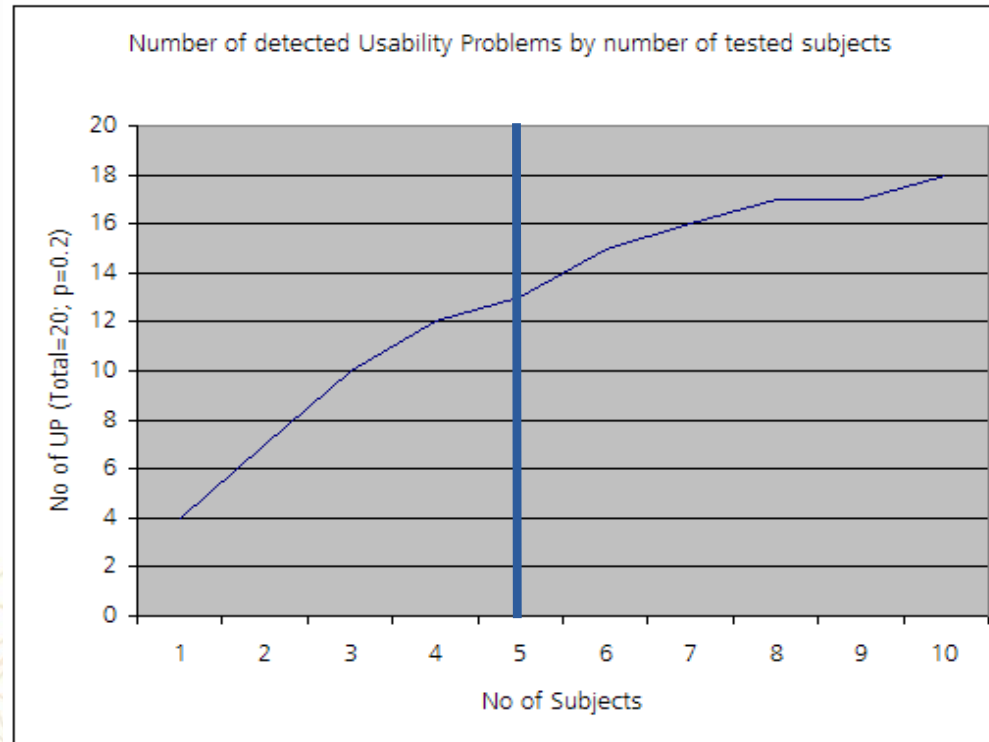


NOT randomly
chosen ones



But Representative ones

HOW MANY PARTICIPANTS?



“It takes **only five** users to uncover 80 percent of high-level usability problems.”

(Nielsen and Landauer, 1993)

HOW TO TEST?



Design task and questions based on **realistic scenarios** that your target audience **would really experience.**

BEFORE YOU START

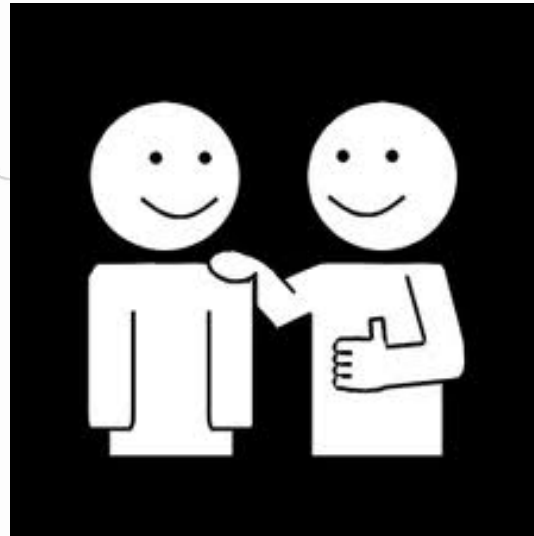


Test the Usability Test



Practice Giving the Test

DON'T FORGET THESE POINTS



You're **NOT** testing the participant:
If they can't do something, make sure
they know **it's not their fault.**

DON'T FORGET THESE POINTS



Sometimes **rewards are necessary** to motivate the participants to do their best.

DON'T FORGET THESE POINTS



Avoid leading the user to some specific answers and **never** try to help them make decisions.

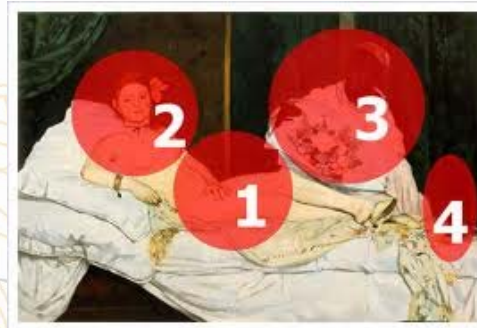
AFTERALL, IT'S NOT THE END



Categorize the problems:

- *** **must** be fixed
- ** would be good to fix, but **can wait**
- * okay as is, **could be improved**

PREVIEW FOR NEXT WEEK



Eyetracking & Human Behaviors