

Usability Testing

We provide a complete range of services for progressive testing of software applications. We can help you plan usability testing throughout the system life cycle. The emphasis is on practicality and low-cost approaches.

How can we get help conducting usability tests for our application or Web site?

Testing confirms the appropriateness of design, minimizing the need for recoding and redevelopment. We use a variety of testing techniques to match the deliverable being refined and the type of feedback needed—see *chart on back*. We apply our knowledge and practical experience from the design of hundreds of interfaces to use this data as the basis for very specific design recommendations. We do not just identify an ergonomic bug; we recommend specific solutions.

How do we decide which test to use when?

What we do

- › Phone questionnaires
- › One-to-one interviews
- › Field trial
- › Protocol simulation
- › Matching questionnaire
- › Questionnaire on value of functions
- › Group focus sessions
- › Formal usability test
- › Contrast experiment
- › Mock-up walkthrough
- › On-the-wall method

How do we interpret the results?

Benefits

- › Our rapid approach has minimal effect on development schedule
- › We emphasize a low-cost approach
- › Expensive equipment is NOT required
- › We provide our own portable test equipment
- › We effectively interpret the data
- › Our experienced specialists save you time and money

How do we decide what changes to make to our interface?

Deliverables

Written report: methods used, results (metrics), design recommendations

Budget

A function of the type of application and test. We would be glad to generate a specific proposal with a project plan. For more information, please call 1-800-242-4480 and speak with one of our account executives.



Usability Testing Throughout System Development

Deliverable	Question	Usability Test
Proposal	Does concept appear good to the users?	If simple concept: phone questionnaire
		If complex concept: group focus session
		If private issues are important: one-to-one interviews
List of Functions	Are there functions missing?	Group focus session
	Which function can be left out, or deferred?	Questionnaire on value of functions
Task Design	Is planned workflow practical?	Mock-up walkthrough
		Group focus sessions
	Are there steps missing or improvements needed?	Group focus sessions or on-the-wall method
High-Level User Interface Structure & Visual Metaphor	Is it obvious what the system does?	Protocol simulation <i>Describe the system and each object</i>
	Can users find the functions?	Protocol simulation <i>For each function, where would you find it?</i>
	Can users learn the structure easily?	Protocol simulation <i>Teach back</i>
Selection of an Alternative Design	Which of these design ideas is best?	Contrast experiment
Design of Specific Icons & Words	Do these communicate effectively?	Matching questionnaire
Screen Design Prototype	Are there places where users get stuck, confused, or make errors?	Protocol simulation trial
	Does the design meet human performance objectives?	Formal usability test
Help, Job Aids, Cue Cards, Wizards & Documentation	Are there places where users get stuck, confused, or make errors?	Protocol simulation trial
Final Deliverable Application	Does the combination of components work together?	Protocol simulation trial
	Is our application better than the competitors'?	Contrast experiment
	Does it meet its human performance objectives?	Formal usability test
	Does it work in the real world?	Field trial