USABILITY TESTING

USER EXPERIENCE

Testing the usability of a product, process, or service for improvements

0. Name of the phase

Test

1. Name of the tool

Usability Testing / User Experience

2. Duration

Variable *(a few days/weeks depending on the concepts)*

3. Materials used

A variety of materials might be used depending on the concepts. These might include: ● Pens, pencils, markers   ● Paper   ● Prototypes to be tested   ● Tools for recording and writing the data. This might include a camera.

4. What is this tool and what is its purpose and benefit?

Usability testing aims to test with users and potential users how easy and intuitive a product, process, or service is to use, and find the development areas to improve usability. During the testing, the testers use the product, process, or service as they would normally do, while being observed by developers. The testing results will be used for improvements. Usability testing can be repeated several times during the development process.

5. Steps how to use this tool in practice

1. Start by planning the testing: what you want to test, why, with whom, how, where, and how long testing should take. Usually, between 5-20 people of different backgrounds can take part in usability testing. Plan what testers will do, the questions and what you observe, and the testing criteria. The testing questions can be qualitative and quantitative. Plan and prepare the testing location with all materials and invite the participants.   2. At testing, facilitate and moderate testing. Explain first the purpose and process of the testing and distribute the testing materials. It is good to create a safe environment to make testers feel comfortable.

3. Observe the testers during testing while they perform tasks, what they do, say and how they react, and note all these down. Listen carefully, do not distract the participant or yourself. Ideally, the testers should speak out loud about their experience during testing.

4. After testing, have a short informal chat with testers about their experience and thoughts. Note these down too.

5. Analyse the data and write a report about the findings, development, and improvement points.

6. Tips and hints for using this tool

- Stay quiet during the study to avoid influencing participants during testing.
- Ask open-ended questions when you speak to participants.

7. One sentence short description of the tool to be added on the website for opening the tool

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