Usability Testing and Report Design

Due: 12 / 07 (Extra time would be allotted on a case by case basis depending on the progress made by the due date).

FOLLOW THESE INSTRUCTIONS FOR A BETTER GRADE IN PROJECT 3.

Your group would be in charge of designing the test method of your choice and collect data from 4-5 participants at the minimum / or perform a heuristic evaluation method (a method that would not need test participants). Some of the major test methods that we have discussed:

- Designing Survey Questionnaire
- Perform Cognitive Walkthrough Method
- Perform Task Analysis
- Heuristic Evaluation
- Focus Groups
- Interviewing (one-on-one)
- Think-Aloud Protocol (asking readers to think aloud as they complete the task).

Perform the usability testing in the given order.

- Identify Major Issues to be Tested in your Document (organization, content, visual design, layout, formatting) – You would not ask reader a question like “how do you think is the organization?” Instead ask the reader “can you complete task A based on how the information is organized in this page?”
- Define the task that readers need to complete / or ask readers specific questions that gives you an answer to exactly how well your document would work on certain specific issues). If you are designing a questionnaire, see how the questions need to look and how you are measuring it. If it’s an interview method, design the questions to be asked and then record their reply. Do the same for the focus group. If your method is heuristic evaluation, find out a standard design criteria list from the usability websites and test it on your product. Most importantly, find out what suits your purpose.
- Perform Usability Testing
- Do data analysis and write down your report. Explain what the data means for the usability of the product.

You are supposed to design a usability test report that would incorporate specific major issues.

- Address the report to me (thinking me to be the project manager)
- Describe your real client project in brief. (1st Para)
- Describe how you have performed usability testing and why it is important to conduct a usability testing. (2nd Para)
- Explain your findings and what it means for the usability of the instructional guide. (3rd, 4th and more paragraphs when needed)
- Make certain probable recommendations for change for future product updates. (Something that was not possible for your group to complete within the timeframe / resources available for this real client project). (2ND last Para)
- A conclusion statement as to an alternative usability method that might also serve the purpose of testing your product (final Para)