CS 121
“Ordering Chaos”

Usability Testing

“Mike”
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Usability Testing

Is the software easy to learn and use?
Is the software satisfying to use?

Good user interface design is crucial.
Usability testing techniques

Expert evaluation
User testing (one-on-one)
User surveys
Analytics

In-class UI testing is somewhere here.

(Your classmates are not your target audience.)
How Many Users does it take?

Number of detected Usability Problems by number of tested subjects

No of UP (Total=20', p=0.2)

No of Subjects

Jakob Nielsen, Sun
Iterative design

Usability test design
3-5 participants

Revise design

Repeat
Classic Agile
Usability test

Steve Krug web interface usability test:

http://www.youtube.com/watch?v=QckIzHC99Xc

Short, but demonstrates working with kids:

http://www.youtube.com/watch?v=9wQkLthhHKA&feature=related
Usability Testing Process

Introduction

Background questions

Initial screen(s) reactions

Tasks

Wrap up
Introduction to Usability Test

“We are asking students to look at our game interface design to see what they think. This should take about 20 minutes.

I will show you sketches of game screens and ask you questions about how you would use the various controls. Don’t worry if you don’t know the answer, that just means that there are problems with our design. That is exactly what we are trying to find out.

As we go along I’m going to ask you to think out loud; to say what you are looking at, what you are trying to do, what are you thinking about.

Do you have any questions?

Do you mind if we video tape this session? (in-class only)”
Background Questions

Before we start, let me ask you some questions.
What grade are you in?
What is your favorite subject in school?
Do you play computer games?
What kind?
What are your favorite games?
Why do you like those games?

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If they don’t play games do they go online?
What sort of sites?
What is their favorite site?
Initial screen(s)

Get reaction to initial screen(s)
What do they think?
What would they do first?
What do the buttons do?
What do they think of the layout?
Can they offer suggestions?
Tasks

Set up a few (2-3 important) tasks and ask them what they would do

Let them tell you in detail what they think should happen
Wrap up

Ask if they have any other suggestions – free form

Thank them, make them feel appreciated
Usability Testing

Friday – in class with your classmates

- Each team will have an interviewer/scribe pair to run one half-hour test on classmates. The other 2 team members will be subjects/observers for another team’s test.
- Repeat with another interview/scribe pair
The End