Ankush Singh

Usability Inspection Methods

Usability Inspection Methods For each method describe
A. What type of study is this?   B. What people would be involved in the study?
C. What type of data collected?   D. State problems with this method?

Heuristic Evaluation

A. What type of study is this?
- It is an qualitative study, where the user interface is examined by users using a set of established guidelines.

B. What people would be involved in the study
- Approximately 4 usability experts
- There is 0 developers and 0 users

C. What type of data collected?
- According to the slides, Qualitative data is collected, which focus on identifying usability problems based on experts judgements and there is no quantitative data gathered.

D. State problems with this method?
- Poor experience of the experts may lead to inaccurate heuristic reviews.
- Since real users are not involved, it can overlook problems related to genuine user behavior.

Cognitive Walkthroughs

A. What type of study is this?
- This is qualitative study, where examiners examine tasks from the viewpoint of someone with little experience in order determine how easy they are to learn.

B. What people would be involved in the study
- Approximately includes 1 – 4 usability experts.
- 0–2 developers and 0 users.

C. What type of data collected?
- The qualitative data is collected, which does includes observations about user learning.

D. State problems with this method?
- The main problem comes when it is time-consuming since it requires a thorough, it does require step-by-step analysis.
- Depending on how the testers understand the user duties, it may be subjective.

Ankush Singh

Usability Inspection Methods

Pluralistic Walkthroughs

   A. What type of study is this?
       This is qualitative study, which gathers the feedback through group discussions.

   B. What people would be involved in the study?
       1 usability expert, 1 developer and 2 users.

   C. What type of data collected?
   -    qualitative information gathered from all participants, such as feedback from
        users and ideas from developers

   D. State problems with this method?
   -    Not effective for remote evaluation and also requires
   collaboration which can be difficult.

Feature, Consistency & Standards Inspection

   A. What type of study is this ?
   -    This is qualitative study where the user interface's compliance with defined
        standards, consistency, and feature requirements.

   C. What people would be involved in the study?
   -    1 usability expert, 0 developers and 0 users.

   C. What type of data collected?
   -    Qualitative data, based on the experts evaluation of the system.

   D. State problems with this method?
       Does not involve read users and it is limited by knowledge of the expert.