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Usability Testing Methods

Usability Testing 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?

Performance Measurement

A. What type of study is this?
   - Quantitative study which is focused on measuring user performance based on specific tasks.

B. What people would be involved in the study?
   - Approximately 1 usability expert
   - 6 users

C. What type of data collected?
   - Quantitative data like errors and recovery time.

D. State problems with this method?
   - It can be very time consuming due to controlled experiment design. -   It's not suitable for remote testing.

Thinking-aloud Protocol

A. What type of study is this?
   - qualitative study in which users share their ideas about the system as they use it.

B. What people would be involved in the study?
   - Approximately 1 usability expert and 4 users
   - There is no involvement of developers

C. What type of data collected?
   - Qualitative data is collected which includes users ideas.

D. State problems with this method?
   - Ineffective for testing remotely
   - Can be difficult for new users, which lowers the value of feedback.

Question-asking Protocol

A. What type of study is this?
   - This is a qualitative study, where the questions are offered by the accessor while the task is being performed.

B. What people would be involved in the study?

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- There is 1 usability expert
- 4 users

C. What type of data collected?
- Qualitative data

D. State problems with this method? -   It is not effective for remote testing -
Can not be conducted remotely.

Coaching Method

A. What type of study is this?
- Interactive qualitative study, where a system expert guides the user during testing.

B. What people would be involved in the study?
- Approximately 1 usability expert
- 4 users

C. What type of data collected?
- Qualitative data is collected.

D. State problems with this method?
- It is not realistic as users will not have any coach available. -   It is not good for evaluating the interface.

Co-discovery Learning

A. What type of study is this?
- It is collaborative qualitative study where two users are working together to complete the task.

B. What people would be involved in the study?
- There is 1 usability expert and 6 users.
- There is 0 developers

C. What type of data collected?
- Qualitative data

D. State problems with this method?
- Users may not be expert which can lead to misguided feedback.

Teaching Method
A. What type of study is this?
- This is qualitative study, where one user teaches another user how to use the system.

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B. What people would be involved in the study?
- There will be 1 usability expert, 0 developers and 4 users.

C. What type of data collected?
Qualitative data

D. State problems with this method?
- The teacher may not be an expert
- Can lead to misinformation (blind leading blind)

Retrospective Testing

A. What type of study is this?
- This is qualitative type of study, where users are will be watching a video of their session to provide the feedback.

B. What people would be involved in the study?
- 1 usability expert
- There is 0 developers involved
- 4 users

C. What type of data collected?
- For this both qualitative and quantitative data can be collected, mainly its based on users observations.

D. State problems with this method? -   Can not be conducted remotely -   Its more time consuming.

Remote Testing

A. What type of study is this?
- Quantitative study

B. What people would be involved in the study?
- 1 usability expert
- 0 developers
- 5 users

C. What type of data collected?
- As per slides the quantitively data is collected

D. State problems with this method?
- Evaluators cannot observe facial expressions.
- Also there evaluator won't be there.

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Usability Testing Methods

What is Hawthorne Effect?
- The phenomenon known as the Hawthorne Effect describes how people alter their behavior when they become aware that they are being watched (Investopedia).

Reference

Investopedia. "Hawthorne Effect." *Investopedia*, 21 October 2024, www.investopedia.com/terms/h/hawthorne-effect.asp. Accessed 10 November 2024.

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Part II:
Find an example of one of the above methods. You can list the first page of an article, the first page of a web, a picture that shows the activity. Print that one page and attach it to this sheet.

Providing an example of **Remote Testing** method,

The below image represents a standard configuration for remote usability assessment, in which assessors watch and record usability problems from a distance while users do activities in their own settings.

Source: https://uxaudit.io/blog/4-tips-to-conduct-remote-usability-testing/