Usability Objectives/Performance Measures

1. Learnability

How easy the system is to learn e.g. how easy is it for a novice user to learn how to use a system from scratch? How soon does the user achieve a particular level of performance? Learnability also implies the maintainability of that understanding and performance level.

Predicability - Application behaviour

Familiarity - Interaction strategies

Consistency - User interface consistency

Generalisability - User discovery of unknown features

2. Throughput

Ease and Efficiency after initial learning period.

Transparency - Internal State of User

Recoverability - Error Handling

Responsiveness - System response to user requests

Conformance - Supporting user tasks

3. Flexibility

Measure of the ways in which system and user interact. Accommodation of different user types and modes of activity.

Dialogue Initiative - Communication between user and system

Multi-tasking - Ability to support many user tasks simultaneously

Task responsibility sharing - System taking responsibility for some tasks

Input support - Substitution of values

4. User Satisfaction

User satisfaction can be difficult to measure accurately. Promotes continued and enhanced use of the application by the user. Ensures the user has positive feelings about the application

User Interviews

Questionnaires

Observing and recording system usage