**Page ID**: **#.# Usability Review - Unmoderated**

# Primary Content

**Title**

Enter the **Title** of the **Method** here (REQUIRED).

**Usability Review - Unmoderated**

**Description -- i.e., What it is:**

Enter the **Description** here (REQUIRED).

A method based on heuristic evaluation that is intended to be performed by reviewers who may have clinical or task-based expertise but are not usability experts.

As with a traditional heuristic evaluation, reviewers compare a software, documentation, or hardware product to a list of design principles (commonly referred to as heuristics) and identify where the product does not follow those principles. However, with an unmoderated usability review, a larger number of reviewers is required (i.e., 10 or more versus 2-3). Manual or automated forms can be used to gather and consolidate results from multiple reviewers.

The approach is motivated by reports by Nielsen (1989; Molich & Nielsen, 1990) arguing that reviewers do not have to be usability experts: When aggregated, the evaluations made by “several” reviewers will find “most” of the issues identified by more expensive methods.

**Recommended Uses**

Enter the **Recommended Use** here. If there are no details, insert N/A or TBD.

* To identify issues within the operational environment of the system when pre-existing design solutions and/or those of the competitors are available.
* To evaluate versions of the user interface at one or more timepoints during the iterative design cycle.

**Limitations**

Enter the **Limitations** here. If there are no details, insert N/A or TBD.

* Requires many reviewers, which may not be as efficient as using professional reviewers.
* Not a substitute for a usability test, as the two methods often uncover different types of usability issues.

**Outcomes**

Enter the **Outcomes** here. If there are no details, insert N/A or TBD.

* Screen-by-screen list of comments and findings submitted by end users. Associated with each comment/finding will be the submitter's clinical role, the task that was being carried out, and the severity of the finding.
* A report with general comments about system usability from the reviewers.

**Required Skills and Expertise**

Enter the **Required Skills** **and Expertise** here. If there are no details, insert N/A or TBD.

* Method intended for end-user reviewers without usability expertise, but facilitation of sessions best accomplished with some training and practice.

**How to Proceed**

If there are no details, insert TBD.

* **How-To Guide.** Review step-by-step instructions on how to conduct an unmoderated usability review and access tools and instruments to support your evaluation.
* **Schedule a Consult.** Connect with a usability specialist for support on your project.

[BEGIN: How to Do It]

**Introduction**

Enter the **Introduction** here (REQUIRED).

N/A

**Procedure**

Enter the **Steps** here. (Required).

N/A

**Tools**

If there are no details, insert N/A or TBD.

* N/A

[END: How to Do It]

**Author**

Enter the **REFERENCES** here. If there are no details, insert N/A or TBD.

* Human Factors Engineering (HFE), Office of Health Informatics, Veterans Health Administration

**Sources**

Enter the **REFERENCES** here. If there are no details, insert N/A or TBD.

* N/A

**References**

Enter the **REFERENCES** here. If there are no details, insert N/A or TBD.

* Nielsen, J. (1989). Usability engineering at a discount. In Salvendy, G. and Smith, M.J. (Eds.), Designing and Using Human-Computer Interfaces and Knowledge Based Systems, Elsevier Science Publishers, Amsterdam, 394-401.
* Molich, R., and Nielsen, J. (1990). Improving a human-computer dialogue. Communications of the ACM 33, 3 (March), 338-348.