**Page ID**: **#.# User Experience Assessment**

# Primary Content

**Title**

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

**User-Experience Assessment**

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

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

An integrated approach that includes user-research activities and user-testing activities. User-experience assessments (also known as user-experience evaluations) are conducted to determine how well the user needs identified in research are addressed in the product or service.

In a user-experience assessment, users are recruited to fit the expected user types for a planned system, and a user-research method such as contextual inquiry or focus group is completed with them.

As part of the summarization phase, participants are asked to help develop testable tasks and scenarios that best describe their activities, individual motivations, and the context of their work.

The results of this user-research activity should drive requirements and system design, but they can also be used to inform formative and summative user tests. The same participants that participated in the user-research activity can be used in the evaluation, a new group of participants can be used, or a combination of each can be recruited.

**Recommended Uses**

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

* To identify user needs, understand the context of use — including the workflow and the task environment — and specify system requirements (accomplished through user research).
* To measure the capability of the product or service to meet the user needs identified in the earlier phases (accomplished through user testing).

**Limitations**

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

* Success of the user-experience assessment depends on a solid, agreed-upon test plan, which includes a timeline, dependencies, research objectives, target-user identification, and key tasks.

**Outcomes**

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

* Detailed descriptions of users, their needs, desires, and the context of their activities.
* Testable user scenarios and tasks.
* Gap analysis describing the difference between the desired user experience and the product or service.
* A list of usability problems categorized by importance with recommendations for redesign.

**Required Skills and Expertise**

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

* User-research methods vary in experience level required to execute. Training is required for all methods, and expert level plan and materials review is required prior to the start.
* User-testing methods are best accomplished with professional support or some accumulated practice.

**How to Proceed**

If there are no details, insert TBD.

* **How-To Guide.** Review step-by-step instructions on how to conduct a user experience assessment 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.

* N/A