

Testing

Multiple stages:

- Self-testing (development stage)
- Confidants (alpha release)
- People you don't know (beta release)
- Target audience

How to NOT Run a Testing Session

- Designer sits down and begins describing their vision for the interface
 - ... Testers' eyes glaze over
- If a team does the above during Alpha release or later, they get a testing-setup grade of 0/100.

How to Run a Testing Session

- Create a script:
 - welcome & thank the testers
 - remind them you are testing the interface, not their skills
 - let them start the application and ask them to complete a particular task
 - ask them to talk aloud (what is the interface for, what they can do with it, how they'll approach the task) and ask questions; warn them you will not answer any questions
 - take notes; measure how long they took to solve the task
 - when done, interview the testers and get feedback
 - thank the testers (token gifts, M&Ms help)

Notes

- Most difficult part: Learning to listen w/out responding to every point
- Delegate one team member to take notes, and another to watch the tester's facial expressions
- Ask the tester what they feel needs most improvement