Part - B

Q.3] → USABILITY TESTING:

- Usability testing is a technique to ascertain the degree a software has met to fulfil the need of its intended user base.
- It is difficult to evaluate & measure
- It is the best way to understand how real users experience the software.
- Principles involved:
  - Visibility
  - Control
  - Match
  - Consistency
  - Prevention
  - Recognition
  - Flexibility
  - Minimalism
  - Recover
  - Help.

→ EVALUATION DURING ACTIVE USE:

- A carefully designed & tested interface is a great asset but successful active user requires constant attention for managers. Everyone involved in supporting user community can contribute to interface refinements to provide higher level of service.
- Various methods are:
  - Interviews & focus group discussions.
  - Continous user performance data, login.
  - Online or Telephone consultant
  - Discussion and News groups.

→ Difference between Usability testing and Evaluation during active use:

Usability Testing	Evaluation during active use.
① It is the measure to see how easy to use something is by the real user himself.	① Provides constant attention and focus by dedicated support team or by the managers.
② Uses tools like Silverback, Morae Userzoom etc	② Employs real time users and analyzes the data generated.
③ Has a thorough set of principles that guide on the testing aspect	③ Has managers and a dedicated supporting for real time queries.
④ Has various types like paper mockups, Competitive testing, universal usability, field test & portable labs & remote usability testing	④ Has an real time process of interaction through online or telephonic based support and feedback system.