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Critical Questions #4

**Chapter 12**

Usability testing is when tests are done in a lab or lab-like environment controlled by the evaluator. When solely using this kind of testing, are the results from this test very valuable since the product will never truly be used like this once it is in production form?

**Chapter 13**

When identifying the practical issues that may arise, it is possible to use a questionnaire. What kinds of questions would go on a questionnaire to get valuable responses?

**Chapter 14**

When doing usability testing, chapter 14 states that it is not the user that is being tested, but the product itself in a controlled environment. What exactly qualifies as a lab-like environment and what types of environment variables to you need to control for usability testing?