

4.2 Usability Testing Methods.

Moderated In-Person Tests

Benefits:

Moderated usability testing is a usability testing technique that involves the active participation of a trained facilitator or moderator, and is usually performed in a lab or corporate setting.

Moderated usability testing facilitators need expert knowledge of the product being tested. They are in charge of administering tasks, guiding test participants through each task, recording behaviors and comments they make, answering their questions and replying to their feedback about the test – all in real time.

This type of testing helps in getting required information from the users and getting to know what's working and what's not. This test would help us in getting to know about how users are using our app and whether they are able to complete all the tasks.

Challenges:

- 1. Time consuming**
- 2. Costly**

Solution

1. Inviting all participants in a particular location.

Moderated Remote Tests

Benefits:

Remote usability testing allows you to conduct user research with participants in their natural environment by employing screen-sharing software or online remote usability vendor services. In general, tests should be about 15–30 minutes long made up of about 3-5 tasks. We can use UserZoom to record and test users for this test.

Challenges:

Difficult to recruit participants for this test.

Technical issues.

Solution:

We will help users to setup the session of remote testing using UserZoom

UNMODERATED REMOTE TESTS

Unmoderated usability testing is completed by test participants in their own environment without a facilitator present. This technique is typically quicker and cheaper than moderated usability testing. Remote tests can be conducted using user zoom.

Challenges

- Higher volume of Information.
- Tough to manage information
- No contact.

Solution:

Asking users to test only one feature of the app. In order to get sufficient data so that we don't get confused with different views for a same feature of the app.