
4.2: Usability Test Methods

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Moderated In-Person Tests

Benefits: Moderated in-person tests require a researcher or facilitator co-located with the participant (often in a lab, though locations can vary). The researcher and/or observer facilitates the test via a script, typically creating a more controlled test with more specific results.

Challenges: It is more time-consuming as the moderator must be physically present. The physical presence can change the way certain participants respond and potentially skewing data.

Solutions: Planning several test persons in smaller slots on one day can help to keep the loss of time as low as possible in the event of disruptions to the process.

Moderated Remote Tests

Benefits: Moderated remote tests are useful when participants and facilitators are geographically distant and can't meet in person. It allows for participants to use their own technology in their own environment, which can sometimes yield more authentic results.

Challenges: The technical challenges, such as the right equipment, a bad internet connection can cause the quality of the test to suffer or be compromise.

Solutions: We will help users to setup the session of remote testing using predefined set of guidance rules.

Unmoderated Remote Tests

Benefits: Unmoderated remote testing is a very cost-effective way to get usability testing done. It doesn't require the physical presence of a user's and it conducted asynchronously online using a variety of specialized tools.

Challenges: It isn't able to observe body language or ask follow-up questions from users. Higher volume of Information needed to analysis.

Solutions: Instate of testing all the features of the app, only ask the user to evaluate a specific feature of the app. In order to get sufficient data so that it will be easy to analysis the same feature of the app.