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The session protocol is based on the supplementary material of the Handbook of usability testing (Rubin & Chisnell, 2008). Our thanks especially go to Shailey Minocha from the Open University, who ...

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Jeffrey Rubin, author of the first edition of this book, has more than 30 years of experience as a human factors and usability research consultant and lecturer. A pioneer in the field of usability testing, he has consulted for leading companies worldwide. Dana Chisnell is an independent user researcher and usability consultant. She has done usability, user interface design, and technical ...

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