Jon David Ice

Jonathan Nix

Jeff Killeen

Measurement of Usability

In order to measure usability in software we need to measure user satisfaction. We will need some sort of survey with answers ranging from Strongly Disagree to Strongly Agree that would help grasp the user’s opinion. Once we have our survey, we can break down usability into these categories:

* Did the software accomplish its intended goal? There is no point using an application that does not do what the client had set out for it to do. The application could have a great user interface and seemingly helpful functionality, but if the software does not work then the end user would not want any part of the software.
* Is the software clear and easy to follow? Sometimes when we are creating a project we can get carried away and think that if we understand how to use it, then anyone can use it. If we do not cater our project to the end user then we will surely end up with user confusion and frustration.
* Is the software comparable to any other available options? When creating software, it might not be enough to have it just accomplish its intended goal. It needs to perform in a reasonable amount of time. If there are other options for our end user and they perform exceptionably better then what we have, then there is going to be a lack of interest in our product.

By designing questions that fit into these categories, we would be easily able to measure our user’s satisfaction with our product.