

1) Evaluar la usabilidad de un sistema

La **usabilidad** es una cualidad de un sistema que se refiere a qué tan **eficiente, eficaz y satisfactorio** es usarlo.

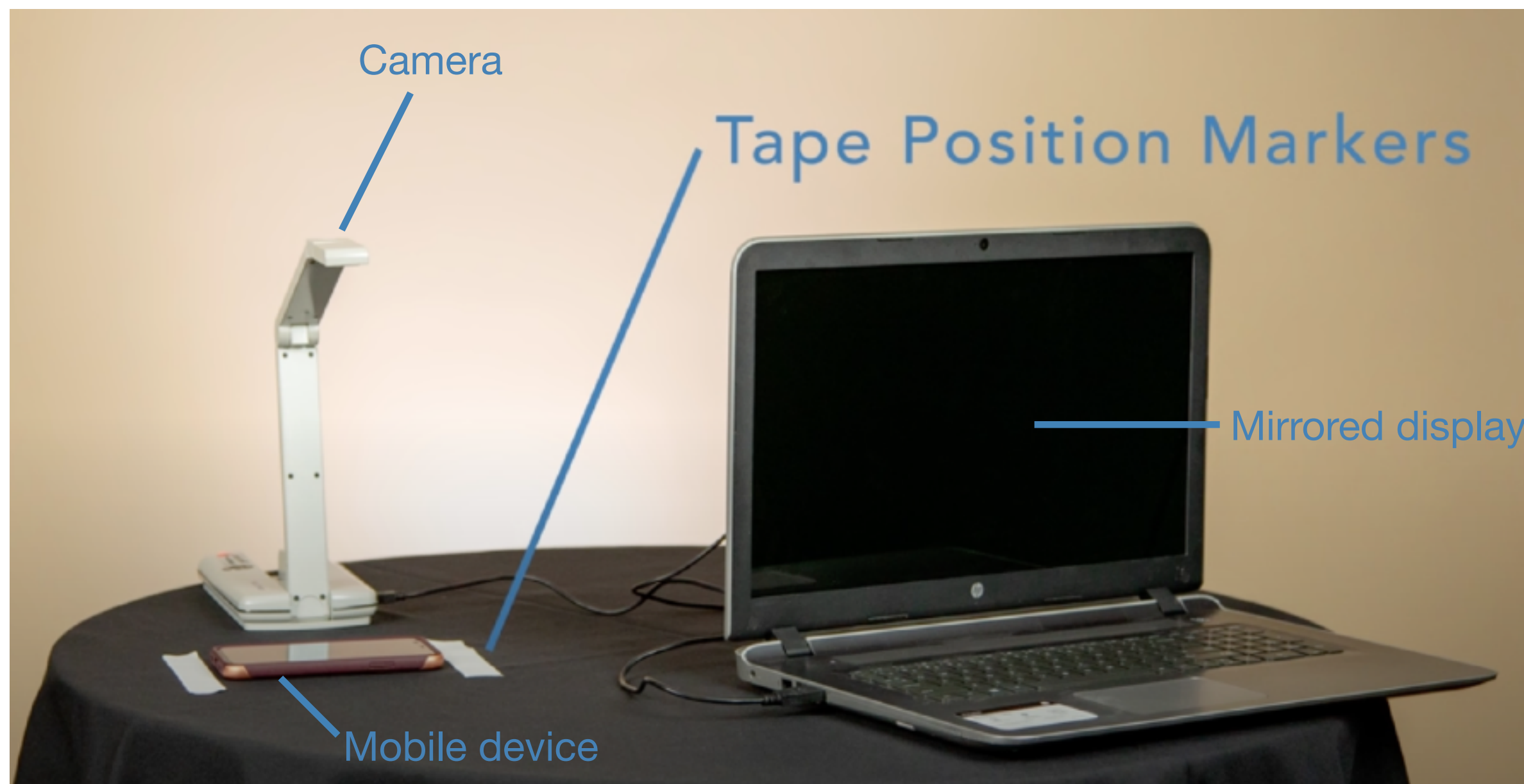
El objetivo está muy enfocado **en encontrar problemas de usabilidad** según esa definición.

No hay un criterio standard para concluir si un sistema “es” o “no es” usable. Queda a criterio del diseñador/desarrollador/compañía, y sobre todo, del objetivo y contexto de uso de un sistema.

Usability Testing: Flow of Information



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<https://www.youtube.com/watch?v=NdgTbpyvalg>

Estudio de usabilidad Con/Sin “Think Aloud Protocol” (Pensar en voz alta)

NASA Task Load Index

Hart and Staveland's NASA Task Load Index (TLX) method assesses work load on five 7-point scales. Increments of high, medium and low estimates for each point result in 21 gradations on the scales.

Name	Task	Date
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Mental Demand How mentally demanding was the task?

Very Low Very High

Physical Demand How physically demanding was the task?

Very Low Very High

Temporal Demand How hurried or rushed was the pace of the task?

Very Low Very High

Performance How successful were you in accomplishing what you were asked to do?

Perfect Failure

Effort How hard did you have to work to accomplish your level of performance?

Very Low Very High

Frustration How insecure, discouraged, irritated, stressed, and annoyed were you?

Very Low Very High

System Usability Scale

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	Strongly disagree					Strongly agree
1. I think that I would like to use this system frequently	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
	1	2	3	4	5	
2. I found the system unnecessarily complex	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
	1	2	3	4	5	
3. I thought the system was easy to use	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
	1	2	3	4	5	
4. I think that I would need the support of a technical person to be able to use this system	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
	1	2	3	4	5	
5. I found the various functions in this system were well integrated	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
	1	2	3	4	5	
6. I thought there was too much inconsistency in this system	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
	1	2	3	4	5	
7. I would imagine that most people would learn to use this system very quickly	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
	1	2	3	4	5	
8. I found the system very cumbersome to use	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
	1	2	3	4	5	
9. I felt very confident using the system	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
	1	2	3	4	5	
10. I needed to learn a lot of things before I could get going with this system	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
	1	2	3	4	5	

Cuestionarios estandarizados (SUS, NASA-TLX)