Announcements

Final Reading Assignment, for Thursday 5/25/00
- Quiz questions:
  - What was the task?
  - What modeling technique was used to evaluate the interface?
  - True or False? The models demonstrated that the new interface would be faster before the interface was tested with real users.
  - Why was one interface faster than the other?

Topic for Today:
- Usability Testing

Ten Steps for Conducting a User Observation
- Introduce yourself and explain the purpose of the study.
- Tell the participant that it is OK to quit at any time.
- Tell them about the equipment
- Explain how to think aloud.
- Explain that you will not help.
- Describe what the participant will be doing.
- Ask for any questions.
- Be vigilant, and remind the participant to think aloud.
- Debrief the participant.
- Use the data.


Key Points
- Think aloud can be facilitated by two users, "co-discovery."
- The roles
  - Test monitor
  - Users or "participants"
  - Observers

The task
- Using the keyboard, type the following as a To-Do item:
  - The quick brown fox jumped over the two lazy dogs. This is a great usability evaluation!
  - There should be no typos.

Some of the questions the evaluation will answer:
- What was the typing speed for each keyboard?
- Which keyboard is easier to figure out how to set up?
- Does the leather cover get in the way?