

Usability Testing

We provide a complete range of services for progressive testing of software applications. We can help you plan usability testing throughout the system life cycle. The emphasis is on practicality and low-cost approaches.

How can we get help conducting usability tests for our application or Web site?

Testing confirms the appropriateness of design, minimizing the need for recoding and redevelopment. We use a variety of testing techniques to match the deliverable being refined and the type of feedback needed—*see chart on back*. We apply our knowledge and practical experience from the design of hundreds of interfaces to use this data as the basis for very specific design recommendations. We do not just identify an ergonomic bug; we recommend specific solutions.

How do we decide which test to use when?

What we do

- › Phone questionnaires
- › One-to-one interviews
- › Field trial
- › Protocol simulation
- › Matching questionnaire
- › Questionnaire on value of functions
- › Group focus sessions
- › Formal usability test
- › Contrast experiment
- › Mock-up walkthrough
- › On-the-wall method

How do we interpret the results?

Benefits

- › Our rapid approach has minimal effect on development schedule
- › We emphasize a low-cost approach
- › Expensive equipment is NOT required
- › We provide our own portable test equipment
- › We effectively interpret the data
- › Our experienced specialists save you time and money

How do we decide what changes to make to our interface?

Deliverables

Written report: methods used, results (metrics), design recommendations

Budget

A function of the type of application and test. We would be glad to generate a specific proposal with a project plan. For more information, please call 1-800-242-4480 and speak with one of our account executives.

Usability Testing Throughout System Development

Deliverable	Question	Usability Test
Proposal		<hr/> <hr/>
List of Functions	<hr/>	
Task Design		<hr/> <hr/>
High-Level User Interface Structure & Visual Metaphor	<hr/> <hr/>	
Selection of an Alternative Design		
Design of Specific Icons & Words		
Screen Design Prototype	<hr/>	
Help, Job Aids, Cue Cards, Wizards & Documentation		
Final Deliverable Application	<hr/> <hr/> <hr/>	