Handbook Of Usability Testing How To Plan Design And Conduct Effective Tests

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System for Web Based Research Survey and Usability Testing Results of the Analytical Reasoning Computerized Prototype at the 2000 Law School Recruitment Forums Moderating Usability Tests *Joseph S. Dumas Jeffrey Rubin Andrew Sears Michael E. Wiklund P.E. Jeffrey Rubin And Dana Chisnell Joseph S. Dumas Elaina Norlin Morten Hertzum Jeffrey Rubin Emily Geisen Andrew Sears Carol M. Barnum Michael E. Wiklund, P.E. Carol M. Barnum Patrick W. Jordan Kimberly Ann Swygert Rebecca Blakiston Kurt Allan Besecker Kimberly Ann Swygert Joseph S. Dumas*

in a practical guide to usability testing the authors begin by defining usability advocating and explaining the methods of usability engineering and reviewing many techniques for assessing and assuring usability throughout the development process they then take you through all the steps in planning and conducting a usability test analyzing data and using the results to improve both products and processes written in plain english and filled with examples from many types of products and tests a practical guide to usability testing discusses the full range of testing options from quick studies with a few subjects to more formal tests with carefully designed controls the authors discuss the place of usability laboratories in testing as well as the skills you need to conduct a test included are forms that you can use or modify to conduct a usability test and layouts of existing labs that will help you build your own

whether it s software a cell phone or a refrigerator your customer wants no expects your product to be easy to use this fully revised handbook provides clear step by step guidelines to help you test your product for usability completely updated with current industry best practices it can give you that all important marketplace advantage products that perform the way users expect you ll learn to recognize factors that limit usability decide where testing should occur set up a test plan to assess goals for your product s usability and more

this second edition of the human computer interaction handbook provides an updated comprehensive overview of the most important research in the field including insights that are directly applicable throughout the process of developing effective interactive information technologies it features cutting edge advances to

the scientific

to paraphrase a popular saying usability testing should be done early and often however it doesn t have to be an onerous process informative practical and engaging usability testing of medical devices provides a simple easy to implement general understanding of usability testing it offers a general understanding of usability testing and re

market desc product managers designers developers special features the authors are leading authorities on product usability testing they will actively promote the book at conferences and training seminars the first edition has sold more than 20 000 copies since it first published in 1994 the new book is 30 revised with 100 new pages the book covers testing of consumer products as well as software so it has a very broad target audience there is no direct competition about the book handbook of usability testing second edition is a nuts and bolts guide for beginners loaded with tips and tricks for effectively testing products of all types from software guis and technical documentation to medical instruments and exercise bikes no matter what type of product readers will learn to design and administer reliable tests to ensure that people find it easy and desirable to use the second edition is fully updated 30 revised with 100 new pages chapters are reorganized to reflect more current industry practices outdated terminology is updated and more varied examples are provided

in this volume the authors begin by defining usability advocating and explaining the methods of usability engineering and reviewing many techniques for assessing and assuring usability throughout the development process they then follow all the steps in planning and conducting a usability test analyzing data and using the results to improve both products and processes this book is simply written and filled with examples from many types of products and tests it discusses the full range of testing options from quick studies with a few subjects to more formal tests with carefully designed controls the authors discuss the place of usability laboratories in testing as well as the skills needed to conduct a test included are forms to use or modify to conduct a usability test as well as layouts of existing labs that will help

the reader build his or her own

this guide aims to help both experts and beginners to determine how well their websites are performing for their customers applying the best practices of usability testing you should learn how easy it is for trained users to interact with it and whether users are motivated to use the technology

it is all too common for products such as consumer appliances information systems mobile apps and websites to cause trouble and frustration for example products are often difficult or dull to use make tasks less flexible or more tedious shift attention away from important or gratifying activities and simply fail to deliver expected benefits or experiences by identifying such trouble and frustration in the lab prior to widespread use usability tests have proven a valuable method for informing redesign efforts a usability test consists of having test users exercise a product and think aloud about their experience using it while an evaluator observes the users and listens in on their thoughts on this basis the evaluator identifies usability problems and assesses the user experience this book describes how to conduct usability tests after providing context about concepts and testing the main chapters of the book cover the steps involved in preparing for a usability test executing the test sessions and analyzing the test data throughout the chapters concrete guidance is balanced against more complex issues with an impact on the robustness validity completeness impact and cost of a usability test the book concludes with an outlook to variations of usability testing and alternatives to it

a supremely usable nuts and bolts guide for beginners a daily tool of the trade for specialists handbook of usability testing gives you practical step by step guidelines in plain english written by jeffrey rubin it arms beginners with the full complement of proven testing tools and techniques from software guis and technical documentation to medical instruments vcrs and exercise bikes no matter what your product you ll learn to design and administer extremely reliable tests to ensure that people find it easy and desirable to use requires no engineering or human factors training a rigorous step by step approach with an eye to common gaffes and pitfalls saves you months of trial and error liberally peppered with real life examples and

case histories taken from a wide range of industries packed with extremely usable templates models tables test plans and other indispensable tools of the trade

usability testing for survey research provides researchers with a guide to the tools necessary to evaluate test and modify surveys in an iterative method during the survey pretesting process it includes examples that apply usability to any type of survey during any stage of development along with tactics on how to tailor usability testing to meet budget and scheduling constraints the book s authors distill their experience to provide tips on how usability testing can be applied to paper surveys mixed mode surveys interviewer administered tools and additional products readers will gain an understanding of usability and usability testing and why it is needed for survey research along with guidance on how to design and conduct usability tests analyze and report findings ideas for how to tailor usability testing to meet budget and schedule constraints and new knowledge on how to apply usability testing to other survey related products such as project websites and interviewer administered tools explains how to design and conduct usability tests and analyze and report the findings includes examples on how to conduct usability testing on any type of survey from a simple three question survey on a mobile device to a complex multi page establishment survey presents real world examples from leading usability and survey professionals including a diverse collection of case studies and considerations for using and combining other methods discusses the facilities materials and software needed for usability testing including in lab testing remote testing and eye tracking

hailed on first publication as a compendium of foundational principles and cutting edge research the human computer interaction handbook has become the gold standard reference in this field derived from select chapters of this groundbreaking resource human computer interaction the development practice addresses requirements specification desig

built on a solid foundation of current research in the field usability testing and research provides a comprehensive up to date perspective in this increasingly important area of technical communication based on the most current research in

the field this book reflects the most recent developments and studies on this topic available sidebars throughout the book catch the attention of the readers and highlight key concepts in the text a chapter on web testing provides coverage of what is now the hottest area in usability testing end of chapter discussions and exercises reinforce learning frequent examples of planning conducting and reporting usability tests present current samples of projects an appendix on teamwork gives pertinent advice in an area neglected by other texts building and coordinating cross functional teams for usability testing for those interested in usability testing and research

since the publication of the first edition the fda and other regulatory groups have modified their regulations and expectations regarding how medical device manufacturers should approach usability testing reflecting these changes this second edition provides updated guidance to medical device manufacturers and other interested readers key updates include new requirements detailed instructions for linking usability test tasks to risk analysis results and methods for analyzing root causes of use errors that occur during usability tests the book s authors are well known thought leaders in the medical device industry

usability testing essentials provides readers with the tools and techniques needed to begin usability testing or to advance their knowledge in this area the book begins by presenting the essentials of usability testing which include focusing on the user and not the product knowing when to conduct small or large studies and thinking of usability as hill climbing it then reviews testing options and places usability testing into the context of a user centered design ucd it goes on to discuss the planning preparation and implementation of a usability test the remaining chapters cover the analysis and reporting of usability test findings and the unique aspects of international usability testing this book will be useful to anyone else involved in the development or support of any type of product such as software or web developers engineers interaction designers information architects technical communicators visual or graphic designers trainers user assistance specialists and instructional technologists provides a comprehensive step by step guide to usability testing a crucial part of every product s development the fully updated four color edition now

features important usability issues such as international testing persona creation remote testing and accessibility follow up to usability testing and research 9780205315192 longman 2001 winner of the highest level award from the society for technical communication

this book provides a variety of answers in its description and discussion of new sometimes radical approaches to usability evaluation now an increasingly common business tool it contains new thinking of the subject of usability evaluation in industry contributions come from those involved in the practice of industry based usability evaluation

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moderating usability tests provides insight and guidance for usability testing to a large extent successful usability testing depends on the skills of the person facilitating the test however most usability specialists still learn how to conduct tests through an apprentice system with little formal training this book is the resource for new and experienced moderators to learn about the rules and practices for interacting authors dumas and loring draw on their combined 40 years of usability testing experience to develop and present the most effective principles and practices both practical and ethical for moderating successful usability tests the

videos are available from the publisher s companion web site presents the ten golden rules that maximize every session s value offers targeted advice on how to maintain objectivity discusses the ethical considerations that apply in all usability testing explains how to reduce the stress that participants often feel considers the special requirements of remote usability testing demonstrates good and bad moderating techniques with laboratory videos accessible from the publisher s companion web site

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