

Usability Testing Process

User Experience Group

Project Stage	Activity	Deliverables – Final versions posted on Project Site	Dependencies
Project Planning	Define: <ul style="list-style-type: none"> • Users, Goals and Tasks • Usability Objectives 	Usability Specification Draft	Information from secondary sources (eg. client) or time to conduct primary research
	Gain consensus on Usability Specification	Usability Specification Final	Availability of stakeholders
	Create QuickBase for tracking usability issues	Usability Issues QuickBase	
Testing Cycle <i>(repeated several times; see page 2)</i>	Overview: <ul style="list-style-type: none"> • Test Planning • Recruiting • Prototyping • Conducting Usability Sessions • Gather Data • Analyze and Report Results 		
Production / Launch	Identify and define monitoring needs	Site Monitoring, Traffic Analysis, and Feedback Requirements and Guidelines for Interpretation	Infrastructure overview
	Identify usability guidelines for care and maintenance	Incorporated into Style Guide	Consensus with UEG
	Confirm all deliverables posted to Project Site		

Usability Testing Process – Usability Study Cycle

Testing Cycle Stage	Activity	Deliverables – Final versions posted on Project Site	Dependencies
Test Planning	Define Study Objectives	Objectives section of Usability Test Plan	Input from UEG and client
	Define Study Tasks	Tasks Section of Usability Test Plan	Product feature definitions
	Define Initial/Debrief Questions	Session Plan section of Usability Test Plan	Participant characteristics
	Identify Prototype Needs	<ul style="list-style-type: none"> • Test System Section of Usability Test Plan • Prototype Planner 	Participation by Design, Production
	Identify Participant Recruiting Criteria	Participants Section of Usability Test Plan	Sufficient information to identify intended users
	Schedule study dates with Design, Production, and Usability Center	<ul style="list-style-type: none"> • Usability Study Request • Participant Screener Draft • Schedule section of Usability Test Plan 	<ul style="list-style-type: none"> • Input from Design, Production, and Client • Recruiting availability • Available facilities
	Complete Usability Test Plan Draft; Distribute for Review	Usability Test Plan Draft 1	
	Email announcement of test to all stakeholders <ul style="list-style-type: none"> • Date and Times • Location • Usability Test Plan Draft 	Emailed announcement	
	Identify concerns and revisions from Design and Production	Usability Test Plan Draft 2	Input from Design, Production, and Client
Recruiting	Review Screener with Usability Center	Participant Screener – Final	Input from Recruiters
	Ensure accuracy of recruited participants based on Study Request and Participant Screener		Updated participant listing on the Usability Center website

Prototyping	Review Prototype and Test Plan <ul style="list-style-type: none"> • Revise tasks/debrief questions to reflect additional areas of inquiry 	<ul style="list-style-type: none"> • Requested corrections to Prototype • Usability Test Plan Draft 3 	<ul style="list-style-type: none"> • Delivery of Prototype on schedule and as specified in the prototype spec delivered by Design • Attendance by Design, Production, and Client to discuss potential test
	Dress Rehearsal/Pilot on Prototype <ul style="list-style-type: none"> • Tweak task phrasing 	Usability Test Plan – Final	Availability of testing/control rooms
Conducting Usability Sessions	Email announcement of test to all stakeholders	Emailed announcement <ul style="list-style-type: none"> • Date • Times: participants, • Time: Findings meeting • Location • Attached study plan/URL • Attached prototype/URL • URL to Schedule 	<ul style="list-style-type: none"> • URL to prototype supplied by Production • URL to schedule from Usability Center
	Email reminder to all stakeholders <ul style="list-style-type: none"> • Study Plan • Date, Times, Location • Prototype • Schedule with Participants 	Emailed announcement	<ul style="list-style-type: none"> • URL to Prototype from Production • URL to Schedule from Usability Center
	Invite stakeholders to Findings Meeting	Outlook Invitation	
	Prepare rooms for testing <ul style="list-style-type: none"> • Test all necessary equipment • Test cell: computer, audio • Control room: video, audio • Install software or link to site • Clean out cache/history files • Printed participant list • Blank videotapes (if taping) • Participant compensation • NDA/Video Release • Cash sign-off • Participant list to front desk 		Usability Center has provided: <ul style="list-style-type: none"> • All equipment properly functioning • Any requested changes to equipment • Printed participant list • Blank videotapes • Participant compensation • NDA/Video Release • Cash sign-off • Participant list to front desk

Conducting Usability Sessions (continued)	Distribute study materials	<ul style="list-style-type: none"> • Study plan (several copies) • Task list for test cell • Think-aloud script • Questionnaires 	
	Carry out usability testing <ol style="list-style-type: none"> 1. Greet participant 2. Administer think-aloud 3. Initial interview, questionnaire 4. NDA/video release signed 5. Moderate tasks <ul style="list-style-type: none"> • Log Observations • Moderate control room discussion 6. Debrief questions 7. Compensation to participant 8. Lead participant out 9. Empty cache/history or reset software 	<ul style="list-style-type: none"> • Moderator and Observer notes • Participant artifacts (if generated) 	Data capture at majority of sessions by: <ul style="list-style-type: none"> • Designers • Client and other stakeholders
Gather data, Analyze and report results	Facilitate Findings Meeting	Findings Meeting Notes	Participation by: <ul style="list-style-type: none"> • Designers • Client and other stakeholders
	Analyze and document findings and design suggestions based on: <ul style="list-style-type: none"> • Findings Meeting Notes • Usability Log • Participant Artifacts • Observer Notes 	Usability Test Findings Report	
	Identify outstanding usability issues	Usability Issues QuickBase updated	