

The background is a green chalkboard. In the lower-left quadrant, two pieces of pink chalk are lying on the surface. Scattered across the board are several white chalk drawings, including a large circle on the left, a curved line in the center, and a vertical line with a hook at the bottom. The text is positioned on the right side of the board.

User Testing | Part 1

(Micro-Usability Test)

Human-Computer Interaction

by Prof. Enrico G. Dacanay

Jump right in!

- Do some user testing!





What is user testing?

Watch representative users try to accomplish important task using a product.

Aka “usability testing”, though you often learn about other UX criteria too.

Why User Testing?

- You learn a lot from watching people use a system
 - *What works and what doesn't*
 - *What things work and don't*
 - *User needs you missed*
- Why not just use your own experience?
 - *You know too much*
 - *You know too little*

Basic Idea

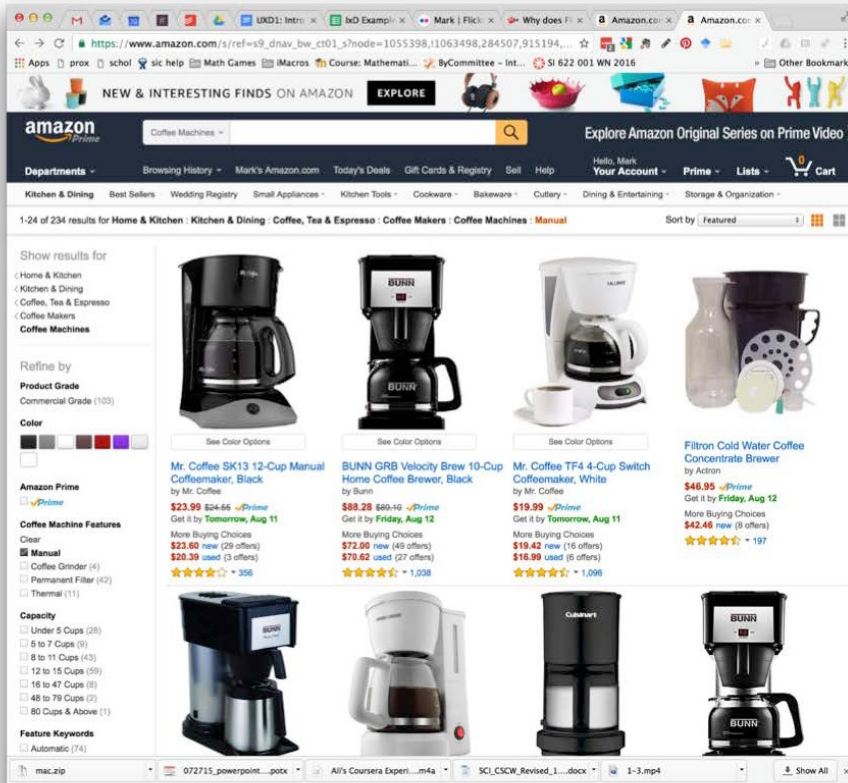
- Find potential users
- Ask them to do some stuff (tasks)
- Observe
- Ask some questions (debrief)
- Write down what you've learned



Potential Users

- People who fall within the target audience
 - *Attitudes*
 - *Behaviors*
 - *Characteristics*
- Not current users
 - *Ok if current users of system but not for selected tasks*

Tasks (What you ask them to do)



Buy a coffee maker that costs less than \$100 and makes at least 32oz of coffee.



Choosing Tasks


- Things that most users need to do
- More difficult things that some users need to do



Buy a book.



Write a review.



Buy a hardbound book by a Nigerian author that was published this year.

Choosing Tasks

- Closed-ended Tasks
 - *Have a clear end point*
 - *Have a verifiable outcome*
 - *Follow an expected path*



Choosing Tasks

- Open-ended Tasks
 - *Allow user to judge when complete*
 - *May not be verifiable*
 - *Allow following alternate paths*

Find some books you might like to read on vacation.



Which are better?

Closed-Ended

- Less Natural
- Control for motivation
- Control for interpretation
- Assess success

Open-Ended

- More natural
- Varying motivation
- Varying interpretation
- Success?



Why not
use both?

Task sets

- Progress from easier to harder
- Cover a range of critical task types
 - *e.g. browse, search, buy*
- Can include open-ended and closed-ended tasks
- Be careful to avoid “ordering effects”

