



User Testing Simplified

Amanda Kissire

PNNL

December 15, 2005



What is Usability?

“...Making sure something works well: that a person of average (or even blow average) ability and experience can use the thing...”

-Steve Krug
Don't Make Me Think



Is it Usable?

Building a new site

- ▶ The team has approved it
- ▶ But what does a brand new user think?

▶ Do some user testing!

Redesigning a site

- ▶ You know there are things you want to change
- ▶ What does a user think?

▶ Do some user testing!



Testing Myths

- ▶ Takes too much time
- ▶ Takes too much money
- ▶ Don't have testing equipment
- ▶ Don't have testing facilities
- ▶ Don't have access to target audience



Testing Guidelines

- ▶ Give people the choice of participation
- ▶ Don't collect irrelevant personal information
- ▶ Be mindful of privacy when video/audio taping
- ▶ Set the participant close to the door
- ▶ Reiterate that you are testing the site not them
- ▶ No more than two testers in the room with the participant



Demo of User Test

- ▶ Camtasia

<http://www.techsmith.com/products/studio/>
\$300 or a 30 day trial download is available

- ▶ Microphone

<http://www.shoptronics.com/pcdeommucomi.html>
\$10

- ▶ Script

- ▶ Consent Form

- ▶ Website – <http://libraryweb.pnl.gov/>

- ▶ Test Participant



Resources

- ▶ Don't Make Me Think – Steve Krug
[ISBN 0-321-34475-8](https://www.amazon.com/dp/0321344758)
- ▶ Camtasia or Morae
<http://www.techsmith.com/products/studio/>
- ▶ Usability.gov
http://www.usability.gov/methods/usability_testing.html
- ▶ Developing a Web Accessibility Business Case
<http://www.w3.org/WAI/bcase/>
- ▶ PNNL Checklists
<http://ssep.pnl.gov/Hci/Checklists/>