

Usability Testing Throughout System Development

Deliverable	Question	Usability Test
Proposal	Does concept appear good to the users?	If simple concept: phone questionnaire
		If complex concept: group focus session
		If private issues are important: one-to-one interviews
List of Functions	Are there functions missing?	Group focus session
	Which function can be left out, or deferred?	Questionnaire on value of functions
Task Design	Is planned workflow practical?	Mock-up walkthrough
		Group focus sessions
	Are there steps missing or improvements needed?	Group focus sessions or on-the-wall method
High-Level User Interface Structure & Visual Metaphor	Is it obvious what the system does?	Protocol simulation <i>Describe the system and each object</i>
	Can users find the functions?	Protocol simulation <i>For each function, where would you find it?</i>
	Can users learn the structure easily?	Protocol simulation <i>Teach back</i>
Selection of an Alternative Design	Which of these design ideas is best?	Contrast experiment
Design of Specific Icons & Words	Do these communicate effectively?	Matching questionnaire
Screen Design Prototype	Are there places where users get stuck, confused, or make errors?	Protocol simulation trial
	Does the design meet human performance objectives?	Formal usability test
Help, Job Aids, Cue Cards, Wizards & Documentation	Are there places where users get stuck, confused, or make errors?	Protocol simulation trial
Final Deliverable Application	Does the combination of components work together?	Protocol simulation trial
	Is our application better than the competitors'?	Contrast experiment
	Does it meet its human performance objectives?	Formal usability test
	Does it work in the real world?	Field trial