ITEC 0825-01 Digital Product Usability Testing Spring 2020

Introduction to ITEC 825

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Usability Testing for Digital Products

Usability: "The extent to which a product can be used by specified users to achieve specified goals with effectiveness, efficiency and satisfaction in a specified context of use." ISO 9241

- ITEC 825 Syllabus (please read)
- Announcements

- FAQ - Frequently Asked Questions

This forum is a FAQ - Frequently Asked Questions - for the Digital Product Usability Testing course. If you have a question about this course, please check the forum to see if your question has already been asked. If it has, please read it here and we'll try to answer!

Recommended Professional Books

All available new or used through online sellers. Chapters from each which are included in required readings are posted to the downloadable PDFs.

- Rubin, J. and Chisnell, D. (2008) Handbook of Usability Testing: How to Plan, Design, and Conduct Effective Tests, 2nd Edition. Wiley. *All Wiley PDF editions are very good resources!* Available online in the SPSU Library: https://ohiolink.proxy.hosted.exlibrisgroup.com/login?qurl=%2F%2FCALS_ALMA21.1%4001N0000001%3Fvid%3D1%26mode%3Dcustom%26vid.ref%3D1%26vid.ref%3D2%26vid.ref%3D3%26vid.ref%3D4
- Berman, T. M. (2011). Usability Testing Essentials. Reston, Va.: Reed Business. 4th Edition. Available online in the SPSU Library: https://ohiolink.proxy.hosted.exlibrisgroup.com/login?qurl=%2F%2FCALS_ALMA21.1%4001N0000001%3Fvid%3D1%26mode%3Dcustom%26vid.ref%3D1%26vid.ref%3D2%26vid.ref%3D3%26vid.ref%3D4
- Krug, S. (2010). Rocket Surgery Made Easy: The Do-It-Yourself Guide to Finding and Fixing Usability Problems. Berkeley, CA: New Riders. Available online in the SP State Library: https://ohiolink.proxy.hosted.exlibrisgroup.com/login?qurl=%2F%2FCALS_ALMA21.1%4001N0000001%3Fvid%3D1%26mode%3Dcustom%26vid.ref%3D1%26vid.ref%3D2%26vid.ref%3D3%26vid.ref%3D4
- Interaction Design Foundation (n.d.). The Basics of User Experience Design. Available online: https://www.interaction-design.org/books/ (PDF posted here)

- Introduce Yourself Here

Please post a brief hi to our classmates. What experiences have you had that are particularly relevant for this class? What are you most interested in learning in this class?

- Don't Forget to Post every Week - Reflections on my Learning

Use this forum to provide a weekly "snapshot" of your learning process or progress, or challenges. What concepts/techniques have you found to be most useful? What have you found difficult? What do you still need or request instruction on. Be specific as possible in stating what kind of instruction, help or encouragement for others to read or respond to anyone else's posts. (Answer your discussion. Answer your classmates' questions.)

- Live Online Participation

This link provides access to the live online classroom for ITEC 825. This is a new link (April 7, 2020) and requires a password to enter. The password is available on the Canvas page and I've when you click the link. (It begins: m4d000)

- Recording from Session 1, Tuesday February 4, 2020

In Session 1, we introduced ourselves, discussed the design of the course, participation expectations, reviewed the course components and overall structure, and completed informal usability test exercise to demonstrate some of the basic concepts.

- Recording from Session 2, Tuesday February 11, 2020

In Session 2 we reviewed the definitions and basic principles of user experience design, usability, and formative evaluation. Our student testing (briefly) about planning for usability. We finished with a paper-based heuristic evaluation of a website exercise.

- Recording from Session 3, Tuesday February 11, 2020

In Session 3 we had a usability project proposal from Ari - SPSU OIPRC accessible materials coordinators and their discussions for their current and future projects. We reviewed Session 2. After a short break, we discussed the step-by-step process for designing, focusing on strategies for usability testing (what type of participants, what tasks, what kind of data to collect). We ended by having a "practice" usability test of a formative usability test.

- Recording from Session 4, Tuesday, February 18, 2020

In Session 4, we reviewed our usability testing plans for our digital products from July February of SP State's Accessible Materials Center. We also discussed other informative sources for those working toward accessible ICT.

- Recording from Session 5, Tuesday, May 12, 2020 - Project Presentations (Recorded Present. 3-5p/5p)

Discuss Presented: 2/18/20. In Session 14, we heard their projects from both project teams: Starbucks and OPIRC Website. Jess and Ari were kind enough to participate in the presentations as well - we thank them for their support throughout this challenging term.

- Resources for User-centered Design and Usability Testing

Add useful resources you've found helpful in exploring, understanding, and applying principles of usability testing and user experience design. You may want to use this forum as a place to work in (not just post to it) as well.

- Student Guide to SPSU Email, Forwarding, Student Center, and Solutions

This guide includes instructions to forward your official Email-pulse email to a preferred email address. All mail from this course is sent to your official pulse address. If you don't intend to check your official Email address on a regular basis, the class please follow these instructions.

Session One: Introduction, Foundamentals of Formative Evaluation and Usability Testing

Tuesday, January 14, 2020

What is usability testing? A form of formative evaluation. Usability testing is a structured pattern or learning solution is rolled out to the target audience. Usability testing is a form of tests of systems, functions, and phases of usability testing in class we'll try out an informal usability test with those attending live.

You have the option to participate in the live class session, or watch recorded class sessions and participate in online discussions. If you prefer to participate in the live class session, please plan on participating in the synchronous live class session (Blackboard Collaborate).

Note: In order to receive credit for the class, you need to participate in each assigned discussion. You should plan on spending about three (3) hours total in class sessions (live or recorded) and interacting in discussions.

Additional Resources

- What do you mean when you say "usability"?

From the article, "No amount of review, assessment, validation, or any other metric conducted by experts can confirm the usability of a product. Only the user can do that. And you can't do that until the user "finds(sic)" the product. Ours your time to read.

- Nielsen Norman Group: Articles and Resources for User Testing
  - Jakob Nielsen's Top Ten Usability Heuristics (Rules of Thumb)
  - Don Norman - Why Bad Design Happens
- Usability.org List - user experience
- Usability.gov - A site developed for you so that you will create usable websites.

Session Two: User-Centered Design and Planning for Usability Testing

Tuesday February 4, 2020

In this session we'll discuss user-centered design and the role that usability testing plays in this design approach. We'll also design planning for usability testing, looking at several sample test plans and reports and considering which aspects you'll need to include in your e-learning context. Most effective testing plans are relatively informal documents. Your goal is to create a template you can use to jump-start your usability test planning process.

You have the option to participate in the live class session, or watch recorded class sessions and participate in online discussions. If you prefer to participate in the live class session, please plan on participating in the synchronous live class session (Blackboard Collaborate).

Note: In order to receive credit for the class, you need to participate in each assigned discussion. You should plan on spending about three (3) hours total in class sessions (live or recorded) and interacting in discussions.

Additional Resources

- Session 2 Agenda

Live session 7:00-8:45pm PT on January 28, 2020. If you prefer, you may complete all activities by viewing the recorded class session, watching the online resources, and participating in the discussion forum.

- Session 2 Slides

Live session 7:00-8:45pm PT on January 28, 2020. If you prefer, you may complete all activities by viewing the recorded class session, watching the online resources, and participating in the discussion forum.

- Session 2 Discussion Notes from Readings

ITEC0825-Session2-DiscNotes.docx

- Tell Lucie Kaiser it does to guide our discussion of the readings.

- Complete after Session 2. Many learners submit at least one post. What did you like?

How many testers do you think you'd need for the type of testing you envision conducting in your work? (or real potential upcoming work)? Why? What characteristics will you look for in selecting potential testers?

As other students contribute to the discussion, review their posts and add your own comments.

Additional Resources

- Jakob Nielsen: Why You Only Need to Test with Five Users
- Usability.gov: Design Process - Iterative work that will affect your planning for your own work. When is quick-fold?

Session Three: Creating Test Objectives and Tasks and Selecting Tools for Evaluation

Tuesday, February 11, 2020

In this session we'll explore creating test objectives and breaking down those objectives into tasks. We'll also discuss how to decide what data you need to measure, how to collect and organize data, and how to analyze data.

You have the option to participate in the live class session, or watch recorded class sessions and participate in online discussions. If you prefer to engage in the live presentation/discussion session, you do not need to review the recorded class session. Either way, you need to participate in the live discussion, please plan on participating in the synchronous live class session (Blackboard Collaborate).

Note: In order to receive credit for the class, you need to participate in each assigned discussion. You should plan on spending about three (3) hours total in class sessions (live or recorded) and interacting in discussions.

Additional Resources

- Usability Test Planning Template - DTC

This is an archived page from the Society for Technical Communications (STC) User Group - via the Internet Archive Wayback Machine.
https://web.archive.org/web/20130331174249/http://www.stcug.org/usability/newsletter0407-methods.htm

- Are we comparing apples with the range of tasks/data that can be used to evaluate usability test outcomes or even early designs. But there may be more than one way of thinking about it. How many of the following methods are you familiar with?
- Agile UX methods might need Lean UX approaches - what is it?

Agile and Lean approaches have emerged from developing a basic introduction to Lean User Experience Lean UX. This approach may offer useful ideas using agile development methods that build a learning in an iterative process. Lean UX: Getting Agile with User Experience Design. Lean Product Prototypes with Agile Teams by Jeff Gothelf and Josh Seiden are two tools that I've used to get a basic framework set up.
https://www.amazon.com/Lean-UX-Designing-Great-Products/dp/1491953690/

Session Four: Identifying Tasks, Recruiting and Selecting Representative Users for Testing

Tuesday, February 18, 2020

Preparation for this session
Please complete the following before class begins this week:

Read:

1. Krug, S. (2008). Rocket surgery made easy: the do-it-yourself guide to finding and fixing usability problems. Available at SP State Library - online access (free to students): Read Chapters 6-7 (Field online or observed chapter by chapter through the library website).
2. Rubin, J. and Chisnell, D. (2008). Handbook of Usability Testing: How to Plan, Design, and Conduct Effective Tests (2nd Edition). NY, CN: Wiley. Read Chapter 5 (PDF download here)

No others contributed to the discussion, review their posts and add your own comments.

Additional Resources

- Is remote online usability testing worth the effort?

- Useful Usability? 14 tools you may find useful (and useless)

For purposes of creating tools to evaluate it (not the tools, the tools must have Web critical functions necessary to conduct a classically defined usability test.

1. Audio and video recordings of testers (supporting the "Think Out Loud" method).
2. Ability to ask recordings of tester sessions (no highlight reels
3. Capacity to set varying mobile device frameworks and tablets)

- Debunking a few common myths about online usability testing (blog)

Written by Indy user experience researchers keep an open mind about online usability testing.

Sample remote online usability testing sites - a mix of commercial and free tools to explore

- Ten Free (at least to start) Remote Online Usability Testing Tools
- Morae web-based Usability Testing Software

Morae is a commercial product designed for a wide range of usability testing, lab, and provides excellent recording, analysis and test management functions. Users and observers could connect remotely if desired. Runs on Windows OS only, though you could set it up for remote access from a MAC or mobile system.

http://www.techsmith.com/morae.html

- Usertesting.com - Commercial web usability testing service

Session Five: Identifying, Recruiting and Selecting Representative Users for Testing

Tuesday, February 18, 2020

Preparation for this session
Please complete the following before class begins this week:

Read:

1. Krug, S. (2008). Rocket surgery made easy: the do-it-yourself guide to finding and fixing usability problems. Available at SP State Library - online access (free to students): **Read Chapters 8-9.**
2. Hwang, W. & Salvendy, G. (2010). Number of People Required for Usability Evaluation. The 53rd Annual Meeting proceedings of the HFES. pp.1133-1135. (Available in SP State Library online database - PDF download here)

3. Barnum, C. M. (2011). Usability Testing Essentials. Reston, Va.: Reed. Burlington, MA: Elsevier. **Read Chapter 4.** (PDF download here)

- Session 5 Agenda

Live session 7:00-8:45pm PT on January 28, 2020. If you prefer, you may complete all activities by viewing the recorded class session, watching the online resources, and participating in the discussion forum.

- Session 5 Discussion Notes from Readings

ITEC0825-Session5-DiscNotes.docx

- Tell Lucie Kaiser it does to guide our discussion of the readings.

- Complete after Session 5. Many learners submit at least one post. What did you like?

How many testers do you think you'd need for the type of testing you envision conducting in your work? (or real potential upcoming work)? Why? What characteristics will you look for in selecting potential testers?

As other students contribute to the discussion, review their posts and add your own comments.

Additional Resources

- Jakob Nielsen: Why You Only Need to Test with Five Users

Session Five: Systems and Materials to Support Testing

Tuesday, February 25, 2020

Preparation for this session

Please complete the following before class begins this week:

Read:

1. Kraig, S. (2008). *Rocket surgery made easy: the do-it-yourself guide to finding and fixing usability problems*. Available at SR Research Library – online access there for students. **Read Chapters 9-12.**

2. Nielsen, J. and Christensen, C. (2009). *Iterative and Agile Testing: How to Plan, Design, and Conduct Effective Tests*. [Slideshare]. UX Alloy. Read Chapter 8. (PDF download here)

Watch:

1. TED Talk Video: Don Norman – 3 Ways Good Design Makes You Happy.

https://www.ted.com/talks/don_norman_3_ways_good_design_makes_you_happy [Hint] Can you assess the emotional impact of a design?

Session 5 Agenda

Live session 7:00-8:45pm ET on February 25, 2020. If you prefer, you may complete all activities by viewing the recorded class session, exploring the online resources, and participating in the discussion forum.

Session 5 Discussion Notes

Link Forthcoming (Slideshare)

Complete after Session 5: Evaluating the Guidance from Usability.gov – is it helpful?

Take a look at the Usability.gov Guidance on Testing Materials. Do you find it helpful, working individually or in a small group (3 people), discuss and complete the following questions (from https://usability.gov/):

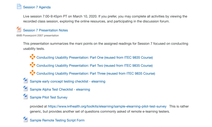
1. Provide a short summary of the chapter in the forum (250-450 words).
2. Select one section of the chapter and provide a critique of the information presented in that section, including a brief critique. Prepare to answer questions from peers in our next class session.

Additional Resources

- Sample Invitation and Instructions to Participate in Remote Asynchronous Usability Review

Used in a real client engagement for a comprehensive (multi-component) review of a draft stage e-learning module.

Session Six: Usability Test Group Meeting (No On-campus-Meeting)



Sample Usability Test Plans (copy from Session Two)

These three usability test plan samples reflect a range of formality, context, and scope. Modify the recommended plan format for your specific situation.

Sample Simplified Usability Test Plan for E-Learning

These samples of simplified test plans for e-learning projects have been provided by previous students in FSC. Select the simplified test plan template that most closely matches your project, and fill-in the blanks. Keep in mind that this is an appropriate format for a final plan.

Session Seven: Conducting Usability Testing [No in-class-session]

Even the best usability test plan is just that, just a plan, nothing more. In this session we'll review the main activities of usability testing: recruiting participants, moderating sessions, setting up the test site, conducting the test, and wrapping up the test. We'll also discuss ethics in conducting research, ethics in testing for learning and business decisions, We'll step through an entire process, paying particular attention to preparation and logistics, and we'll also discuss ethics, or lack thereof, in the process.

You have the option to participate in the live class session, in each recorded session participation in online discussions. If you prefer to view the class session live, you may participate in the live class session. If you prefer to view the recorded class session, whether or not you are in the live class session, please plan on participating in the asynchronous forum discussion throughout the week.

In order to receive credit for the class, you need to participate in each assigned discussion. You should plan on spending about three (3.0) hours total in class sessions (live or recorded) and interacting in discussions.

Preparation for this session

Please complete the following before class begins this week:

Read:

1. Kraig, S. (2008) *Rocket surgery made easy: the do-it-yourself guide to finding and fixing usability problems*. Available at SR Research Library – online access there for students. **Read Chapters 1-5.**

2. Section 1 of Rubin, J. and Chisnell, D. (2008). *Handbook of Usability Testing, Second Edition*. Available at our room for reserve. **Read Chapter 1.**

Watch:

1. Tomer Sharon: A Must See Usability Testing Video https://vimeo.com/search/sort:relevance/q:tomer%20sharon%20usability%20testing – **Pick one more video to watch**. What did you learn that you'll use in your UX testing?

Session 7 Agenda

Live session 7:00-8:45pm ET on March 10, 2020. If you prefer, you may complete all activities by viewing the recorded class session, exploring the online resources, and participating in the discussion forum.

Session 7 Presentation Notes

Link Forthcoming (PDF download)

This presentation summarizes the main points on the assigned readings for Session 7 focused on conducting usability tests.

- Conducting Usability Presentation: Part One (excerpt from ITIS/ BEIS Course)
- Conducting Usability Presentation: Part Two (excerpt from ITIS/ BEIS Course)
- Conducting Usability Presentation: Part Three (excerpt from ITIS/ BEIS Course)

Sample early-concept testing checklist - elearning

Sample Alpha Test Checklist - elearning

Sample Pilot Test Survey

provided at https://www.surveymonkey.com/bank/elearning/sample-elearning-pilot-test-survey . This is rather generic, but provided as another set of questions (about 20 minutes of elearning review).

Sample Remote Testing Script Form

A simple form like this might be useful to send to remote e-learning testers. This is not a complete script or form, but rather a sample to get you started thinking about what you should include in your situation, if you choose remote testing methods.

Sample test documents - non-elearning

Photos from the Lifecast-Lore Usability Lab (circa. 2000)

Photos from the Lifecast-Lore Usability Lab Session 5 in its initial rollout – approximately year 2000.

Complete after Session 7: Which of the attention-testing practices might you use?

Pick a user experience testing method (or combination of methods) from https://usersnap.com/blog/usability-testing-methods

1. Review the resources provided.
2. Pick a method or combination of methods to try out.
3. Prepare to discuss your summary in the next class session.

Additional Resources

- Brief tutorial guide to conducting a usability test

From Drupal.org, a brief "how to" guide to conducting a simple moderated usability test. From the guide: "In a moderated usability study, there is a moderator (you) and a participant. The moderator guides the process and collects feedback from the participant as he or she uses."

- Stanford University's User Experience Group

A community of practice dedicated to making unconscious design conscious. Through this community is partially closed to people outside Stanford (attending events and joining the mailing list), you can look through many resources and use their Helpful Critique Guide.

Usability Testing for Mobile Devices and Apps

- What is Usability Testing in an App Development?

Note: You may have to scroll down to view the content on this page – interesting UX

- Guidelines for Designing Mobile Apps that Users can USE!

Usability Testing in Action (videos)

- Demonstration of Paper Prototyping Study
- Paper Prototype Testing a Mobile App
- Can you test the usability of anything? (the lighter side)
- High-end Usability lab Solutions (an example)

Session Eight: Analyzing and Reporting Evaluation Data and Data-driven Decision-Making [No in-class session]

Preparation for this session

Please complete the following before class begins this week:

Read:

1. Kraig, S. (2008) *Rocket surgery made easy: the do-it-yourself guide to finding and fixing usability problems*. Available at SR Research Library – online access there for students. **Read Chapters 16-18.**

2. Fischer, E. & S. Wright, S. H. (2012). Improving Online Course Design through Usability Testing. *44(6),257*. Journal of Educational Technology and Teaching. 2012. **Available online:** https://pdxscholar.org/pdfview/fisher_2012-04.

3. Barnum, C. M. (2011). Usability Testing Essentials. Ready, Set...Test!. Burlington, MA: Elsevier. **Read Chapter 10.** (PDF download here)

Watch:

1. TED Talk Video: Tim Harford – What Can We Learn from Messy Data? https://www.ted.com/talks/tim_harford_what_can_we_learn_from_structure - How can testing identify "structure" (severe pattern) in your learning designs?

Session 8 Agenda

Live session 7:00-8:45pm ET on March 17, 2020. If you prefer, you may complete all activities by viewing the recorded class session, exploring the online resources, and participating in the discussion forum.

Session 8 Presentation Notes

Link Forthcoming (PDF download)

This presentation highlights many concepts from the assigned readings for Session 8, focusing on using findings to generate recommendations and creating useful reports.

Proposed Capstone Project Discussion

We may want to push back the project work and timeline to mid-April. The attached rubrics reflects the calendar changes that we may implement. For discussion in class and online.

Complete after Session 8: What evaluation and reporting challenges do you face?

What evidence do you think you can provide to the design decision-makers suggesting the need for (and benefits of) a change, and what evidence would be effective for your design project in the class or for others during your career?

Additional Resources

- Extra Credit Opportunity: Discovering Gems in the HCI Conference Proceedings

In this extra credit opportunity, we'll be digging through the Association for Computing Machinery's Special Interest Group on Computer human Interaction (ACM SIGCHI) conference proceedings for a few gems.

1. Select a conference proceeding paper from those available at https://dl.acm.org/browse.cfm?advanced=1&idx=SIGCHI&prod=CHI
2. Provide a short summary in this forum – then respond to the comments of your peers.

- Edward Tufte's Website graphical display of information

"Edward Tufte is a statistician and artist, and Professor Emeritus of Political Science, Statistics, and Computer Science at Yale University. He writes, designs, and self-publishes it classic books on data visualization."

- Explanatory and Exploratory Graph Design

You may find these brief descriptions of common graph types useful – all have examples. At the bottom of the page is a data visualization project and the resources I used for generating graphical representations of data.

- Statistical explanation of types of graphs

This resource explains common data types and associated visual representations, with discussions of when to use each type.

- Usability Testing of a Web Site – Case Study

Conry, M., Finck, T. M., & Hansen, L. (1997). User-Centered Design and Usability Testing of a Web Site: An Illustrative Case Study. *DESIGN JAMA, 29*, 181-195.

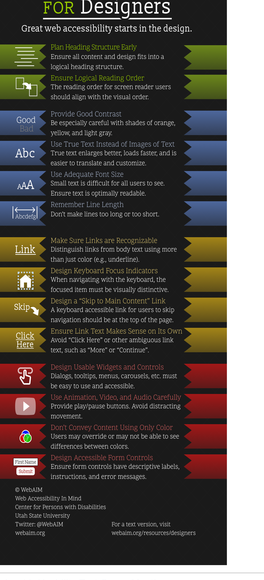
- Method matrices: a usability testing plan research case study

Decker-Maurer, H. (2012). Method matrices: a usability testing plan research case study. Computer Sciences Department, University of Wisconsin-Madison. Usability Counselors. Retrieved from http://www.usabilitycounselors.com/2012/03/method-matrices-a-usability-testing-plan-research-case-study.html

Decker-Maurer, H. (2012). Method matrices: a usability testing plan research case study. Computer Sciences Department, University of Wisconsin-Madison. Usability Counselors. Retrieved from http://www.usabilitycounselors.com/2012/03/method-matrices-a-usability-testing-plan-research-case-study.html

Usability Counselors Group Blog. (2012). Method matrices: a usability testing plan research case study. Usability Counselors Group Blog. Retrieved from http://www.usabilitycounselors.com/2012/03/method-matrices-a-usability-testing-plan-research-case-study.html

Decker-Maurer, H



Session 11: Usability Test Group Meeting

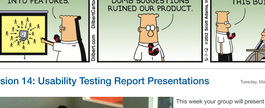
Tuesday, April 21, 2020

Session 12: Usability Test Group Meeting

Tuesday, April 28, 2020

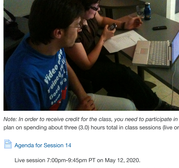
Session 13: Usability Test Group Meeting

Tuesday, May 5, 2020



Session 14: Usability Testing Report Presentations

Tuesday, May 12, 2020



This week your group will present your usability project you've been completing in this class.

You have the option to participate in the live class session, or watch the recorded class session and post a recorded presentation to the forum. If you prefer to engage in the live presentation/discussion session, you do not need to review the recorded class session. Whether or not you join in the live discussion, please plan on participating in the asynchronous forum discussion about the usability projects throughout the week.

Note: In order to receive credit for the class, you need to participate in each assigned discussion. You should plan on spending about three (3.0) hours total in class sessions (live or recorded) and interacting in discussions.

Agenda for Session 14

Live session 7:00pm-9:45pm PT on May 12, 2020.

Presentations of test plans and final reports from usability testing - live online.

Usability Test Project Team Resources and Reporting

Usability Test Project Team Periodic Updates

Post your periodic usability test project team reports in this forum. Reports are due before the beginning of the session following a "project Group Meeting" session. Describe what you've accomplished, what you are finding challenging, and what you plan to accomplish in your next phase (2-3 weeks). One update per team required after Sessions 6, 11, 12, and 13.

Post your Usability Test Plan here before Session 12 (draft due April 28, 2020) and after Session 14 (final due May 19, 2020)

Post your usability test plan here. In Session 14, your team will present your plan (as part of your project report) to the class and answer questions (10-15 min). You'll have until the end of the class (May 19) to revise the final version of the test plan.

Test plan evaluation rubric (advanced draft)

Sample Usability Test Plans (copy of folder provided above)

These three usability test plan samples reflect a range of formality, context, and scope. Modify the recommended plan format for your specific situation.

Post your Usability Test Report here (draft before May 12, 2020 and final before May 19, 2020)

Post your usability project report here. You have until the end of the course (May 19, 2020) to post your report and receive full credit. If you cannot attend Session 14 (live with Zoom), create a discussion thread with a recorded presentation of your usability project.

Usability Test Report Evaluation Rubric

This rubric is used to evaluate the usability test report and presentation provided by your group.

Samples of Full Usability Reports for a Variety of Contexts

These reports were completed by me and others in a variety of contexts over the years. You'll notice a range of reporting scope and writing style depending on the audience and context. Your report may be similar, but it will differ in that it reflects the specificities of your project situation.

Latest news

Add a new topic...
11:58 AM, May 18
Brian Beatty
Wrapping Up Project Reports this Week
8:37 AM, May 6
Brian Beatty
Planning for Project Presentations on Tuesday, May 12
8:00 PM, Apr 21
Brian Beatty
Sessions 11–13 reserved for group project work
12:38 PM, Apr 13
Brian Beatty
Session 10 is live and online on Tuesday, April 14, 2020 at 7:00pm
11:20 AM, Apr 6
Brian Beatty
Session 9 is live and online on Tuesday, April 7, 2020
Older topics ...

My Courses

ITEC 981D-01 Instructional Design for E-Learning (1.8CEU) Summer 2020

Show all my courses

Activities

- Forums
- Glossaries
- Mediasite Content
- Resources
- Zoom Meetings

Random glossary entry

Tina Lin

Hi Everyone,

My name is Tina Lin, and I have been in the ITEC program for one year now. This is my 3rd semester, so far I have enjoyed all of my classes from the ITEC program and I am beginning to see how I can apply the skills and knowledge to improve some of the processes I do at my work and to develop potential training for staff to help students navigate organizational structure of a university.

I currently work at SF state in the undergraduate admissions office by the student service building, you are welcome to stop by, say hi or ask me questions if you are around the area, I will try to find you resources to help answer questions you may have.

I don't think I have much experience with usability testing, but I am interested in learning about the evaluation aspect of a product and how those evaluations can be used to improve UX/UI design. In relations to that, I took a research class during the summer and my research topic was:

"Evaluating the quality of information of a San Francisco State University (potential) transfer website and how it helps with the transfer process of community college transfer students."

I thought this class may be helpful to formulate my research design if I choose to conduct the experiment when the website is up and running.

It was nice to meet everyone in class and online, and I am looking forward to working with you all this semester. Thanks!

Best Regards,

Tina

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