

Evaluation procedure

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Test procedure

- welcome user
- give first task
- observe user while carrying out task
 - according to set protocol
 - for measures, do not interfere
 - note problems
- administer questionnaires
- interview user



Test documents

- User selection criteria
- User instructions
- User questionnaire / interview
- Task scoring procedure
- Analyst checklists



User selection criteria

Who to select and how

- target most important group(s)
- also include minority categories
- specify selection mechanism
 - ensure sample is representative for important contextual factors
 - where possible, sample randomly
- can specify more tests than will actually carry out



User instructions

- Start by setting the scene
 - testing system not user
 - explain the procedure
 - give background information
 - sign disclaimer
- Give task instructions
 - tell user what to achieve
 - administer tasks separately
 - write task instructions down



Task instructions

- gives the users all the information they need to carry out the task
 - ◆ what goal to achieve
 - ◆ extra information required for the task
eg. location of files, local phone number
- usually delivered as naturally as possible:
 - ◆ in-tray, telephone calls, actors
- task sequence
 - ◆ administer separately for control
 - ◆ consider starting state for dependent tasks
 - ◆ or together for flexible workflow



User questionnaire / interview

- Verify context characteristics of sample
- Find out answers to additional questions
- Administer questions after test session, unless the question must be asked before exposure to the system (eg preconceptions)



Interview sequence:

- structured, closed questions
 - Age: 18-30, 31-40, 41-50, 51-60, over 60
- structured, open questions
 - “What did you think of the first screen?”
- semi-structured questions
 - First screen
- unstructured follow-ups
 - ask about specific problems seen



Scoring procedure

- assess the quality of the task output
 - effectiveness of task performance
- percentage of best possible output
 - how well the user achieved the set goal
- objective and unambiguous
 - different analysts must score the same
 - complete – should not rely on implicit knowledge
 - important when contractual



Analyst checklists

- scripts for the analysts
- usually two analyst roles
 - technical role
 - user-admin role



Technical role

- set startup conditions (technical & physical)
- carry out timing, video recording, etc.
- administer preset interruptions
- collect and label task outputs



User-admin role

Single point of contact for user

- welcome user
- administer user instructions
- respond to user
- administer post-session questionnaires
- conduct interview
- close session

