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