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Handbook Of Usability Testing: How To Plan, Design, And Conduct Effective Tests

Jeffrey Rubin and Dana Chisnell
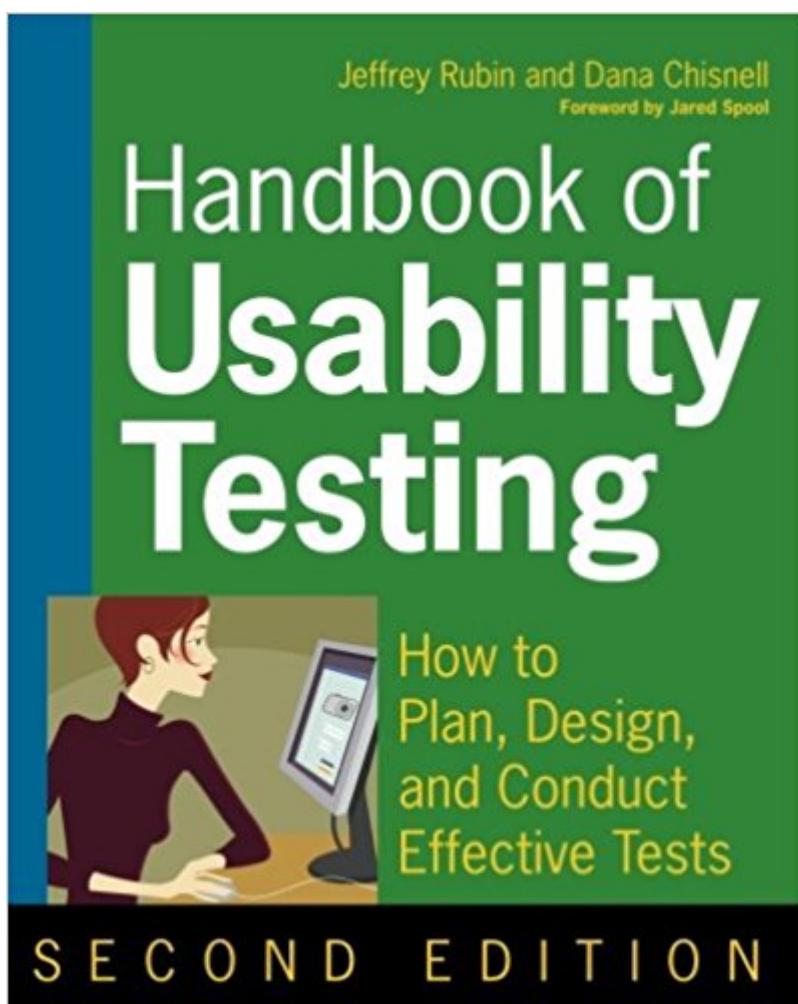Foreword by Jared Spool

Handbook of Usability Testing

How to Plan, Design, and Conduct Effective Tests

SECOND EDITION

Synopsis

Whether it's software, a cell phone, or a refrigerator, your customer wants - no, expects - your product to be easy to use. This fully revised handbook provides clear, step-by-step guidelines to help you test your product for usability. Completely updated with current industry best practices, it can give you that all-important marketplace advantage: products that perform the way users expect. You'll learn to recognize factors that limit usability, decide where testing should occur, set up a test plan to assess goals for your product's usability, and more.

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Customer Reviews

Is your product user-friendly? Take these steps to find out Whether it's software, technical documentation, a cell phone, or a refrigerator, your customer wants Ã¢â ¬â • no, expects Ã¢â ¬â • your product to be easy to use. This fully revised handbook, a leading resource since 1994, provides clear, step-by-step guidelines to help you test your product for usability. Completely updated with current industry best practices and more varied examples, it can give you that all-important marketplace advantage: products that perform the way users expect.   Learn to recognize factors that limit usability   Decide whether testing should occur in a lab setting or at the site where the product is used   Set up a test plan to assess goals for your product's usability   Choose and train effective test moderators   Decide on the best way to collect and review data   Report the results and make recommendations   Learn user-centered design principles and practices Ã¢â ¬â • the context for usability testing   Reap the benefits of templates, tables, models,

case studies, and other tools of the trade   Companion Web site Go to www.wiley.com/go/usabilitytesting to find additional case examples, samples, and templates

Jeffrey Rubin, author of the first edition of this book, has more than 30 years of experience as a human factors and usability research consultant and lecturer. A pioneer in the field of usability testing, he has consulted for leading companies worldwide. Dana Chisnell is an independent user researcher and usability consultant. She has done usability, user interface design, and technical communications consulting and development since 1982. For more information, please access the author's website at http://www.usabilityworks.net Author's blog: http://usabilitytestinghowto.blogspot.com

This book is the ideal introductory read to the subject of usability testing, particularly for a lone or first time practitioner. I very much appreciated the understanding that sacrifices to scientific rigor are often necessary in a fast paced business environment or with few resources and little time, and the solutions proposed for accounting for this scenario! The book also directs to additional reading material and makes clear that this is a robust subject that should be studied in detail if seriously implementing within an organization. Highly recommended! Found it very handy and informative.

Great informative book. At times a little dry, but I learned a lot from this book. This book was part of my course work at UW's User Centered Design Program in the Usability Studies class. It followed the course work well and was a great supplement. I will keep this forever as a reference book.

Best User Research book I read. Easy to read and easy to understand. A company I worked at didn't have a UX Research Lab. A colleague and I were inspired after visiting Bloomberg's research labs. We didn't have a budget, and we were able to set up a protocol with little to no budget. It is easy to set up User Test.

I'm a clinical-social psychologist by training; lots and experimental psychology and research design and analysis experience. Rubin really captures the basics of the scientist-subject without being overly complex, and he does it specific to software and similar assessment projects. His writing is clean, and maybe even simple. As such, I consider his efforts a success. However, the single volume is not sufficient. Combined with titles by Nielsen, Hackos, Redish, Cooper, Norman, etc., etc., as well as a *thorough* review of the journals (the profession is changing *so* rapidly), I think

Rubin's book becomes more worthy, and more useful over time. Positive, is that it's a paperback; neutral is that it might be better as a spiral-bound; negative is that it is over-priced. It should be about $24.95.

As advertised

I love this book because it highlights the things things that may seem obvious but UX testers might be quick to forget in practice. It's structure is easy to use and easy to navigate, making it a great reference book. It is thorough and useful in practice, and a textbook I'm sure I won't sell back it is so fundamental!

I recently took a usability college class and found this textbook extremely helpful.The authors make the book easy, and fun to read.Very informative textbook. A must have if you do usability testing.

Finally, a complete overview of usability testing from someone steeped in both the academic and business worlds. You can't get a better resources for Usability testing.

Handbook of Usability Testing: How to Plan, Design, and Conduct Effective Tests Handbook of Usability Testing: How to Plan, Design, and Conduct Effective Tests (Wiley Technical Communications Library) Universal Principles of Design, Revised and Updated: 125 Ways to Enhance Usability, Influence Perception, Increase Appeal, Make Better Design Decisions, and Teach through Design Daniels and Worthingham's Muscle Testing: Techniques of Manual Examination and Performance Testing, 9e (Daniels & Worthington's Muscle Testing (Hislop)) DNA Testing Guide Book: Utilize DNA Testing to Analyze Family History Genealogy, Classify and Measure Ethnic Ancestry Research, And Discover Who You Are ... DNA Testing, Ancestry, Ancestry Research) Usability Testing of Medical Devices, Second Edition Usability Testing of Medical Devices Davis's Comprehensive Handbook of Laboratory and Diagnostic Tests With Nursing Implications (Davis's Comprehensive Handbook of Laboratory & Diagnostic Tests With Nursing Implications) Davis's Comprehensive Handbook of Laboratory and Diagnostic Tests With Nursing Implications (Davis's Comprehensive Handbook of Laboratory & Diagnostic Tests W/ Nursing Implications) Aquifer Testing: Design and Analysis of Pumping and Slug Tests ACSM's Resource Manual for Guidelines for Exercise Testing and Prescription (Ascms Resource Manual for Guidlies for Exercise Testing and Prescription) Practical Augmented Reality: A Guide to the

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