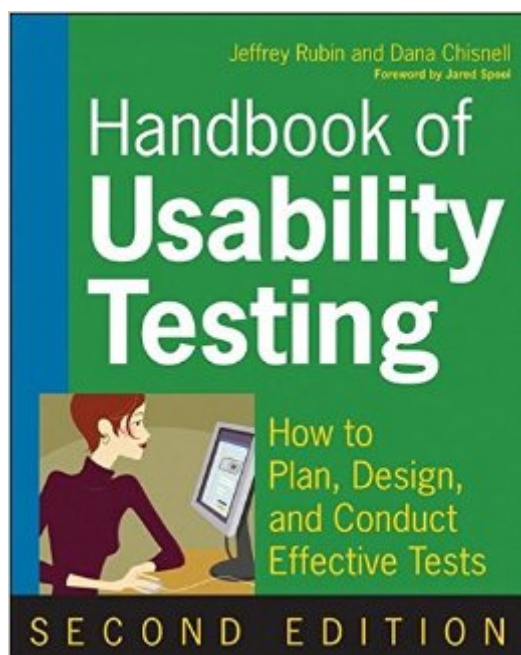


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# Handbook Of Usability Testing: How To Plan, Design, And Conduct Effective Tests



## 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.

## Book Information

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## Customer Reviews

For 14 years, Jeff Rubin's Handbook has been one of the most useful resources for anyone interested in doing usability testing. Now Dana Chisnell has done an outstanding job of bringing it up to date--and much more. From cover to cover, it's full of useful insights about every aspect of testing, based on the cumulative experience of two seasoned---and very smart--practitioners. And it's a pleasure to read. If you do usability testing, or you're interested in learning how it's done, this book is a must-read.

This book is a very thorough reference book for usability testing. It's a bit lengthy and covers lots of topics but very well structured so you can always jump to a specific subject if you have questions about it. It covers most of what you need to know to start testing (from designing the test until analyzing it) and advanced methods as well (like playing the devil's advocate during a session). The

book is mostly focused on the methodology, though there are many practical tips and good ideas on how to improve in testing. I love it as a reference book, I always find myself re-reading the book before and after conducting tests. I'd recommend it to professionals who are new to usability testing and also for practitioners who would like to deepen their knowledge.

This book is absolutely perfect. I received my copy of it last night and stayed most of the night reading through it as I simply couldn't put it down. I've been working as an interaction designer / usability tester for a couple of years and this has overnight become my new favourite reference book. It's easy to read without glossing over essential detail (a criticism I have of many modern usability books). This book is filled with practical advice on how to communicate data, manage integrity and measure the user experience in a business setting. I followed the recommendations and researched a method to cheaply run user tests and decided on [...]. It allowed me to view videos of my users interacting with my site!!

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.

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.

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.

Years ago, I taught myself how to do usability testing out of the first edition of this book. It's now been thoroughly updated to reflect today's best practices. Dana Chisnell is a leading usability professional, equally at home in the real world of deadlines and realities and in the world of academia. You'll find her practical, friendly approach throughout this book. If you're new to usability

testing, this book will take you step by step through what you need to know. Even if you've been running usability tests for a while, you will find that this book is a valuable refresher and reference.

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.

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