

DES25 Devise User Testing of Designs - SQA Unit Code H9X5 04

Unit summary

.This unit is about your ability to design user tests to ensure a product is

- Fit for purpose
- Usable by its intended user
- Of sufficient quality

This unit is derived from Skillset unit IM12 Evaluate user testing

What you must be able to do:

- a) Specify what aspects of the product are to be tested and identify relevant assessment criteria
- b) Devise an appropriate testing methodology
- c) Select and recruit sufficient end-user samples to be representative of the target audience and provide valid test data
- d) Specify tasks or activities and prepare clear instructions for test participants
- e) Decide how test data is to be collected and design response forms, logging sheets and/or recording and organisation procedures as appropriate
- f) Set up an appropriate environment in which user testing can take place
- g) Select and recruit test observers/facilitators where appropriate and ensure they are properly briefed about the objectives of the test and its assessment criteria
- h) Ensure any equipment and materials necessary for recording test data are available to participants and/or facilitators

What you must know:

- 1) How to select testing methods capable of generating valid data about the integration of design elements and the overall product design
- 2) How to obtain and analyse product information to identify end-user characteristics, requirements, expectations tasks and goals
- 3) How to select samples of end-users to meet assessment requirements
- 4) How to use a test laboratory or set up an appropriate testing environment
- 5) How to prepare test scripts, interview questions or survey forms
- 6) What factors may affect test results and how to mitigate them
- 7) Different techniques for conducting usability tests
- 8) Suitable qualitative and quantitative evaluation techniques
- 9) The functionality and features of the product including its target audience
- 10) The design and functional specifications
- 11) The design objectives and client requirements
- 12) The principles of the product design and any issues of usability and accessibility