



University of  
**Strathclyde**

# **Internet Topic: Usability Testing**

Think Alouds

# Usability Testing: Think Aloud

- user observed performing task
- user asked to describe what he is doing and why, what he thinks is happening etc.
  
- Advantages
  - simplicity - requires little expertise
  - can provide useful insight
  - can show how system is actually use
- Disadvantages
  - subjective
  - selective
  - act of describing may alter task performance

# What you need

- Approval form
- Contact info and user background form
- Task list
  - Tests system with realistic tasks
  - High level – tell what to do, not how
- System
- Recording equipment
  - Pad, MiniDisk/MP3, Video



# Typical Setting



# Video

- Video clips are extracted from programme 2 of a series of video tapes entitled *Highly Interactive Visual Interfaces*. These were produced by Stephen Draper and Keith Oatley and are available by contacting University of Glasgow Media Services.
- [personal.cis.strath.ac.uk/~mdd/teaching/hivi/](http://personal.cis.strath.ac.uk/~mdd/teaching/hivi/)