

Format - short answer, essay questions

Exam time is next Thursday - 6 PM in normal room

Topics

- Think-aloud usability test is suited for understanding the process of the user and why they did it. Beforehand, come up with tasks. Review the site/application. Find users, set up equipment. When writing tasks, don't be too specific.
- Quantitative data that can be gathered is time taken, pass/fail, rating, mouse positions on a screen, number of errors
- Qualitative/subjective - happy, easy, enjoyed the experience
- Users going over a certain position in the screen, hovering over a link and they don't see it - think-aloud
- ADA - people with disabilities must be able to use the Internet - the Internet is a public place
- Section 508 - must follow certain government rules about accessibility for government funded websites
 - alt text
 - captions on videos
- W3C guidelines - only suggestions
- For those with visual disabilities, use high contrast, don't use color to convey information, text could be resizable, use scaling for accessibility programs, screen readers
- For those with motor disabilities, use tab functions, no tiny buttons, lay things out according to Fitz Law
- Fitz Law - formula that takes into account distances of objects on the screen to determine how long it takes a user to traverse the screen and perform actions
- 3D effects - motion parallax, shadows, linear perspective, contrast
- 3D interfaces
 - Pros - people seem to prefer it because of a "coolness" factor
 - Cons - slower and harder to navigate
- Usability and life cycles
 - GOMS, contextual inquiry, KLM, Think-aloud, heuristics, card sort, eye tracking, cognitive walkthrough
- Prototype is not needed for a contextual inquiry - you can use their existing software and existing process
- CI can take as much time as needed - it is used to gather information about their process
- Unique information that can be gathered via CI - environment, what they currently use, by watching, you can gather more information than by asking, real participants are needed, breakdowns in the current process they have
- GOMS - Goals, Operators, Methods, Selection
- KLM - Keystroke Level Model
- A real participant is not needed for GOMS & KLM
- KLM is how long it takes to do even small tasks, like click a button
- GOMS - figuring out the exact process a user might do
- KLM & GOMS are about efficiency, useful for tasks that are repeated
- Think-aloud could be done with a paper prototype
- Heuristic evaluation - evaluating a system to find problems and associated a severity level - also called an expert review
- Any tests that don't require users are cheaper and faster
- Card sort - users are given a list of things and they are categorized, used for navigation and

menus, users are necessary to figure out how other people would sort them

- Open and closed - whether or not they get to create the categories used
- Eye tracking - tracks where a user is looking to know where a user is focusing in on, real users are needed, special equipment needed, prototype needed
- Cognitive walkthrough - users are not needed, prototype may or may not be used. Make sure things make sense. Step by step - ask 4 questions about user actions and feedback. It is about whether or not something is intuitive.
- During a life cycle, CI, Think-aloud, and heuristics are commonly done
- CI - requirements
- Opinion questions:
 - What can be changed about the usability lab?
 - What is the most important thing in the class learned?
 - What would you like to have learned?