Course C30
Usability Testing: Creating Good Test Tasks
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Instructor: Rolf Molich – DialogDesign

Benefits:
The success of a usability test depends critically on the quality of the tasks used in the
test. This course will present specific guidelines for creating good task sets and for
evaluating the quality of a task set. It will also present common pitfalls in task sets and
how to avoid them. A large part of the course is spent evaluating a sample, non-trivial
task set that contains typical problems.

Origins:
This course is new for CHI 2007. It is based on a module in the instructor’s popular
course “Advanced Methods for Usability Testing”, which has been highly rated by more
than 1,000 attendees at Nielsen-Norman Group conferences and User Interface
Engineering conferences.

Features:
* A thorough discussion of common strengths and weaknesses in test task sets made by
professionals.
* A non-trivial exercise based on the instructor’s extensive research of real-world task
sets.

Intended Audience:
Beginners and intermediate usability professionals who want to improve their usability
test task creation skills based on extensive practical experience.

Presentation Style:
* The instructor presents basic requirements for good usability test tasks and frequently
made mistakes.
* Participants evaluate a sample task set.

Instructor’s Background:
Rolf Molich owns and manages DialogDesign, a small Danish usability consultancy. Rolf
coordinated the Comparative Usability Evaluation (CUE) studies where more than 65
professional usability teams tested or reviewed the same applications. Rolf has is the co-
inventor of the heuristic inspection method (with Jakob Nielsen).

Provides additional information about all courses offered by DialogDesign at the CHI
2007 conference. You can find the detailed proposals, sample slides and sample
exercises.