

Course C38

Usability Testing: Usable Communication Techniques

1 unit

Instructor: Rolf Molich – DialogDesign

Benefits:

Even a perfectly executed usability test is worthless if test results are poorly communicated to the people who are responsible for making beneficial changes to the product. This course looks at the pitfalls in this seemingly simple process. It describes the KJ-method for effectively communicating usability findings. Participants also evaluate a sample usability test report containing frequently occurring communication 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 discussion of why usability problem communication is difficult.
- * The KJ-Method (also known as Affinity diagramming) for effectively communicating usability problems to product teams
- * Characteristics of useful and usable usability test reports.

Intended Audience:

Usability professionals at all levels who want to improve their usability problem communication abilities.

Presentation Style:

- * The instructor discusses "The Politics of Usability" and why good communication skills are essential.
- * The instructor presents the KJ-method for effectively communicating usability findings.
- * Participants test their communication skills by evaluating a sample usability test report containing typical problems that impede communication..

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).

www.DialogDesign.dk/CHI2007.html

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.

