

CS-E5210 Usability evaluation

Instructions for the customer meeting
13.3.2018

Before the meeting

- Familiarize yourselves with the topic proposal and the expectations of the company
- Familiarize yourselves with the topic beyond the topic proposal, if possible
- Think what you want to have as goals and focus for the evaluation
- Select roles and tasks for the meeting (i.e. chairperson, secretary..)

At the customer meeting

1. Presenting the course and the group
2. Getting a general view of the company and its usability practices
 - Does the company have some usability practices? How are they organized (separate usability/UX team, UX experts in project teams, outsourced services)
 - How is usability brought into the projects? (In idea generation vs. approval test in the end)
 - What usability methods, especially usability evaluation methods are used?

At the customer meeting

3. Getting a general view of the system to be evaluated

- User groups
- Purpose of use
- Use contexts
- Supplementary material for use (brochures, manuals, training,..)

At the customer meeting

4. Defining the topic

- Expectations and objectives of the company
 - Tasks or components to be evaluated
 - Focus points of evaluation
 - User groups to be studied
 - Improvement suggestions and redesign (preferred tools for prototyping?)
- Interests and thoughts of the group

-> Goal: a common understanding of the topic and its scope

At the customer meeting

5. Practical arrangements

- Availability of the evaluated system (+ support from the customer)
- Availability of users both for testing and contextual interviews
- Contact person and communication
 - Involvement of the customer (time and interest)
 - Comments on intermediate results or test plan?
 - Recruiting of users, test environment, user compensation (if needed)
 - Company representatives want to observe the tests?
 - Changes made to the system based on intermediate reporting?
 - Final presentations in the company? When?

At the customer meeting

6. Results

- Language and form of reporting
- Final presentation at the company

7. Schedule

- Things to be agreed upon (short checklist to be supplemented by the team):
 - Approving of the topic definition and goals of the work
 - Inspections: practical arrangements, possible changes to the system during the course?
 - Recruiting of users, test environment, user compensation (if needed)
 - Company representatives want to observe the tests?
 - Changes made to the system based on intermediate reporting?
 - Final presentations at the company? When?

Questions?

Get started – now :)