

This specialist course is designed to teach participants the essentials of usability and how to effectively evaluate usability, user experience and accessibility. You will learn how to plan and prepare for usability testing and select the most appropriate testing location and participants. After understanding the application of usability reviews, testing and surveys you will be able to propose the most effective usability testing approach.

This course is ideal for testers experienced with the development of web-based, PC, and client-server applications, entry-level testers with an interest in usability testing, and experienced developers with a lot to a little knowledge of testing who work in UI development. Testers, test analysts, test engineers, test consultants, test managers, user acceptance testers, and software developers working on usability issues will find this course useful, informative, and fun. We suggest that attendees hold the ISTQB Foundation Level certificate, especially if they intend to take the ISTQB Usability Tester exam, but non-certificate holders can benefit from the course.

By the end of this course, an attendee should be able to:

- Understand the basic concepts of usability and usability testing.
- Identify and classify the severity of usability risks and potential accessibility violations in a given product at any stage of a development cycle.
- Cite relevant standards for usability, user experience, and accessibility and verify their implementation in a given product.
- Set up procedures so that stated usability, user experience and accessibility goals may be verified in practice for a given product.
- Design and monitor the implementation of a test plan for achieving stated usability, user experience and accessibility goals.
- Explain the rationale, process and results of usability, user experience and accessibility evaluations to non-specialist stakeholders.

Who Should Attend?

- Testers
- Developers
- Designers
- Usability engineers

Pre-Qualification for the Certification Exam

This course prepares you for the ISTQB Usability Testing (CT-UT) exam. After pre-qualification is completed, students will receive an exam voucher. The exam can be taken online from home/office or at a testing center. To schedule a personal certification planning consultation with one of our Training Advocates, contact our Client Support team.

Prerequisites

You must have obtained an ISTQB Foundation Level Certification (CTFL) to be eligible for the Usability Testing Certification.

Course Outline

Fundamentals

- Usability
- User Experience Concepts
- Accessibility

Evaluating Usability, User Experience and Accessibility

- Usability Evaluation
- User Experience Evaluation
- Accessibility Evaluation

Usability Evaluation in Human-Centered Design

- Usability Requirements
- Agile Usability Evaluation

Risks in Usability, User Experience and Accessibility

Introduction

Typical Risks

- Usability Risks
- User Experience Risks
- Accessibility Risks
- Project Risks

Usability and Accessibility Standards

Usability Standards and Manufacturer Guidelines

- ISO Usability Standards
- Manufacturer Guidelines

Accessibility Standards

- ISO Standards
- The Web Content Accessibility Guidelines (WCAG)
- Accessibility Legislation

Usability Reviews

Introduction and Approach

- Step-By-Step Approach to Usability Reviews
- Risks and Challenges

Types of Usability Review

- Informal Usability Review
- Expert Usability Review
- Heuristic Evaluation

Introduction

Step-By-Step Approach to Usability Testing

Prepare Usability Test

- Usability Test Plan
- Usability Test Script
- Usability Test Tasks
- Test Location
- Usability Test Lab
- Pilot Usability Test Session

Conduct Usability Test Sessions

Analysis of Findings

Communicate Results and Findings

- Results
- Usability Findings
- Selling Findings to Stakeholders
- Usability Test Report
- Best Practices in Usability Test Reporting

Quality Control of a Usability Test

Challenges and Frequent Mistakes

User Surveys

Introduction

Step-By-Step Approach to User Surveys

Standardized Questionnaires

Selecting Appropriate Methods

Criteria for Selecting a Method

- Selecting a Usability Evaluation Method
- Selecting a User Experience Evaluation Method
- Selecting an Accessibility Evaluation Method

Summary of Roles and Responsibilities

Usability Tester

Moderator and Note-Taker

Price: \$1545