



## Usability Evaluation and Testing:

### Discount evaluation techniques and how to conduct usability tests – 1 day course

In this one day interactive workshop, learn valuable usability evaluation and testing methods that you can use to evaluate your organisation's Internet and Intranet site, web applications and software.

This course will explore the difference between expert reviews and usability testing and which is better to use and when. We will cover when to usability test, what to test and how to test.

### 2008 Dates and locations

- Brisbane: 29 Feb, 6 Aug - 111 George St
- Sydney: 23 July – UTS Tower Building, 1 Broadway
- Melbourne: 7 May – Jasper Hotel, 489 Elizabeth St
- Canberra: On demand – please email interest
- Adelaide: On demand - please email interest

### Who should attend

- Business analysts
- Content and business owners involved in creating web content
- Online communications officers
- Producers
- Designers
- IT and web managers
- Testers
- Developers
- Usability specialists and user centred designers

### Why Peak Usability

- **Experienced trainers** – Tania Lang and Sarah Boyd, have extensive usability and user centred design experience and understand what tools and techniques work in the real world.
- **Interactive training** – We believe that participants learn by 'doing' rather than listening. Accordingly, all of our courses have hands on activities and group exercises to accompany the theoretical course components.
- **Lots of happy training participants** - A recent survey of past students over the last 2 years showed that 81% who responded found the User Centred Design tools and techniques were 'quite useful' or 'extremely useful' in their workplace. Testimonials from past students can be found on our website:  
[www.peakusability.com.au/training/testimonials.html](http://www.peakusability.com.au/training/testimonials.html)
- **Value for money** – Our business mission is to increase awareness and adoption of good usability and user centred design practices so we price our courses to encourage greater participation. Compare our courses to similar workshops, tutorials and intensive 'bootcamps' that can cost almost twice as much.
- **Government accredited** - Australian Government Endorsed Supplier (ESA) and QLD Govt GITC V5.
- **Professional** - Proud to be a member of CHISIG and the Usability Professionals' Association.

### Course outline

#### ▶ Module 1: Usability design guidelines & heuristics

- Understanding common user behaviour and usability design guidelines / heuristics

#### ▶ Module 2: Expert reviews – desktop evaluations

- Writing personas and scenarios for usability evaluations
- Heuristic evaluations using checklists
- Cognitive walkthroughs using personas and scenarios
- Limitations and drawbacks of expert reviews

#### ▶ Module 3: Usability testing

- What to test and when in the development lifecycle
- Where to test – field studies versus internal offices / meeting rooms versus usability laboratory
- Design a usability study and writing test plans
- Recruiting test participants
- Conducting tests
- Tips and traps for successful usability tests
- Evaluating results
- Ethics of testing with humans

#### ▶ Module 4: Tools, technologies and logistics

- Technologies available to conduct usability testing
- Eyetracking
- Consent forms
- Log sheets
- Participant compensation and purchasing policies

#### ▶ Module 5: Communicating results

- Effectively communicating results
- Report writing
- PowerPoint and video presentations

## Who attends our courses

- ANZ bank
- Mincom
- Australian Taxation Office
- Australian Bureau of Statistics
- RACQ
- Department of Education, Science and Training
- Defence Science and Technology Organisation
- Queensland Department of Employment and Training
- Residential Tenancies Authority
- Queensland Department of Education & the Arts
- TAFE Queensland
- Queensland Department of Housing
- Queensland Legal Aid
- Queensland Department of Primary Industries and Fisheries
- Queensland Studies Authority
- Queensland of Child Safety
- QLD Department of Local Government, Planning, Sport and Rec
- CorporateLink
- Queensland State Library
- Corporate Solutions Queensland
- Queensland Department of Industrial Relations
- Brisbane City Council
- Caboolture City Council
- Infomedia

## Recommended courses

This course was previously day two of our popular two day user centred design course. For those wishing to gain an understanding of the basics of user centred design or who wish to undertake our old 2 day course, you should also register for the one day Web Usability course.

- ▶ **Web Usability – 1 day:** Introduction to User Centred Design tools and techniques

Participants registering for this course will also benefit from the following more advanced courses which build on the fundamentals learnt in this course.

- ▶ **Interaction Design – 1 day:** Human characteristics and theoretical principles for usable web applications, intranet and internet sites.

## Costs and registration

The cost for this one day course is **\$495** plus GST = \$544.50 - Includes lunch, refreshments and all course materials including examples and templates that you can use in your own organisation.

Register online at: [www.peakusability.com.au/training/registration.html](http://www.peakusability.com.au/training/registration.html)

## For more information

For further information on this or any of our other courses, please phone (07) 3839 9593, or email [training@peakusability.com.au](mailto:training@peakusability.com.au)

## What our past students say...

*"Fantastic workshop. It's a pity this isn't taught as part of mainstream web development courses. I believe this workshop should be compulsory professional development for all web developers and project managers."*

Jeffrey White  
**Australian National Training Authority**

*"Thoroughly enjoyed... I think I now have the basic tools to implement UCD principles on our web projects."*

Nadine Jacobson  
**Queensland Studies Authority**

*"Excellent course... Will recommend to others."*

Judith Bailey  
**State Library of Queensland**

*"...provided me with invaluable knowledge of user centred design tools and principles to improve customer satisfaction with my organisation's websites."*

*... Overall one of the better courses I have attended."*

Michelle Macklin  
**Queensland Department of Employment and Training**

*"Great course with friendly unbiased education and support."*

Murray Eaton  
**Infomedia**

*"A very interactive course with lots of group activities that allowed us to expand on the theories we learnt, and practice them in a manner we could simply repeat and reuse in either a government or commercial environment."*

Damien Zeller  
**Queensland Department of Employment and Training**

*"A great course, well worth the money and covered the whole UCD process in just enough detail to give us the basics to work from."*

Steve Scamp  
**State Library of Queensland**