ASU Usability Testing Lab Client FAQ

Who can be a client for ENG 4365: Usability Testing in Technical and Business Writing?
The following are potential candidates:
- Any individual, department, or office affiliated with education
- Any non-profit organization in Tom Green County
- Any business in Tom Green County

What documents/products are candidates for testing?
Any of the following:
- Websites, both completed and in-progress, that are “relatively” small in scope
- Promotional/informational materials, such as brochures or pamphlets
- Software, such as applications, computer programs, online programs, databases, video games
- Documents, such as FAQs, instructions, manuals, help menus

Does my document/product have to be complete?
No. Usability testing can find problems early as opposed to just testing a final document/product.

Am I guaranteed to be a client if I sign up?
No. The students will ultimately be in charge of the projects that they want to adopt.

What are the responsibilities of a client?
If you agree to be a client, then you are required to do the following:
1) To be available for an interview during the early part of the semester to share with the testers what you want tested and why.
2) To answer any questions via email or phone that my students might have while conducting their tests.
3) To attend a presentation at the end of the semester.

What can I expect in return?
During the presentation at the end of the semester, you can expect the following:
1) A short presentation sharing the significant findings – presentations are approximately 15-25 minutes in length.
2) A written report of the findings.
3) A video clip of approximately 5 minutes that shares significant moments during the tests.

Who should I contact if I am interested in being a client?
Email kevin.garrison@angelo.edu or visit http://www.angelo.edu/dept/english_modern_languages/usability.html for more information