

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