Course Outline

Usability Testing—ISTQB Software Testing Certification Training

Course Summary

Description

This foundation 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.

Objectives

By the end of this course, students will 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.

Topics

- Basic Concepts
- Risks in Usability, User Experience and Accessibility
- Usability and Accessibility Standards
- Usability Reviews

- Usability Testing
- User Surveys
- Selecting Appropriate Methods
- Summary of Roles and Responsibilities

Audience

The target audience for this course includes:
- Testers
- Developers
- Designers
- Usability engineers

Prerequisite

- You must have obtained an ISTQB Foundation Level Certification (CTFL) to be eligible for the Usability Testing Certification.
- Prior to attending class please download and review the following document: Usability Testing Syllabus

Duration

Three Days

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I. Basic Concepts
- A. Fundamentals
  1. Usability
  2. User Experience Concepts
  3. Accessibility
- B. Evaluating Usability, User Experience and Accessibility
  1. Usability Evaluation
  2. User Experience Evaluation
  3. Accessibility Evaluation
- C. Usability Evaluation in Human-Centered Design
  1. Usability Requirements
  2. Agile Usability Evaluation

II. Risks in Usability, User Experience and Accessibility
- A. Introduction
- B. Typical Risks
  1. Usability Risks
  2. User Experience Risks
  3. Accessibility Risks
  4. Project Risks

III. Usability and Accessibility Standards
- A. Usability Standards and Manufacturer Guidelines
  1. ISO Usability Standards
  2. Manufacturer Guidelines
- B. Accessibility Standards
  1. ISO Standards
  2. The Web Content Accessibility Guidelines (WCAG)
  3. Accessibility Legislation

IV. Usability Reviews
- A. Introduction and Approach
  1. Step-By-Step Approach to Usability Reviews
  2. Risks and Challenges
- B. Types of Usability Review
  1. Informal Usability Review
  2. Expert Usability Review
  3. Heuristic Evaluation

V. Usability Testing
- A. Introduction
- B. Step-By-Step Approach to Usability Testing
- C. Prepare Usability Test
  1. Usability Test Plan
  2. Usability Test Script
  3. Usability Test Tasks
  4. Test Location
  5. Usability Test Lab
  6. Pilot Usability Test Session
- D. Conduct Usability Test Sessions
- E. Analysis of Findings
- F. Communicate Results and Findings
  1. Results
  2. Usability Findings
  3. Selling Findings to Stakeholders
  4. Usability Test Report
  5. Best Practices in Usability Test Reporting
- G. Quality Control of a Usability Test
- H. Challenges and Frequent Mistakes

VI. User Surveys
- A. Introduction
- B. Step-By-Step Approach to User Surveys
- C. Standardized Questionnaires

VII. Selecting Appropriate Methods
- A. Criteria for Selecting a Method
  1. Selecting a Usability Evaluation Method
  2. Selecting a User Experience Evaluation Method
  3. Selecting an Accessibility Evaluation Method

VIII. Summary of Roles and Responsibilities
- A. Usability Tester
- B. Moderator and Note-Taker