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be as simple as

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they use a prototype
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Usability testing is
effective because you
can watch potential
users of your product
to see what works
well and what needs

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to be improved. It ' s
not about getting
participants to tell
you what needs
adjusting. It ' s about
observing them in
action, listening to
their needs and
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considering what
might make the
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we use the term
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refer to a process that
employs people as
testing participants
who are
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About the author
(2008) Jeffrey Rubin,
author of the first
edition of this book,

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has more than 30 years of experience as a human factors and usability research consultant and lecturer. A pioneer in the field of ...

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Test Session Here is

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an example test session. The facilitator will welcome the participant and explain the test session, ask the participant to sign the release form, and ask any pre-test or demographic questions. The facilitator explains thinking aloud and

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asks if the participant
has any additional
questions.

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digital product by observing real users as they attempt to complete tasks on it. The users are usually observed by researchers working for a business.

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