

# Usability Testing Methods

UI/UX Design Guide · Module 5 of 7 · CHERIEDU Dev Series

## 1. Why Test Before You Build?

Testing a prototype costs almost nothing. Fixing a problem after development costs 100x more. Every hour spent in usability testing saves days of rework.

## 2. Usability Testing Methods

Method	When	Participants	Output
Moderated Testing	Any stage	5 per round	Deep qualitative insights
Unmoderated Remote	Hi-fi prototype	10–20	Task completion rates
A/B Testing	Live product	1000+	Statistical conversion data
Heuristic Eval.	Any stage	3–5 experts	Expert usability issues list
Eye Tracking	Hi-fi or live	10+	Visual attention heatmaps

## 3. Nielsen's 10 Usability Heuristics

1. Visibility of system status — always show what is happening.
2. Match between system and real world — use familiar language.
3. User control and freedom — easy undo and back.
4. Consistency and standards — same things look and work the same.
5. Error prevention — prevent mistakes before they happen.
6. Recognition rather than recall — show options, don't make users remember.
7. Flexibility and efficiency — shortcuts for power users.
8. Aesthetic and minimalist design — remove anything not essential.
9. Help users recognise, diagnose, recover from errors.
10. Help and documentation — when all else fails, clear help.

## 4. Writing a Usability Test Script

- Introduction (2 min): "We are testing the design, not you. There are no wrong answers."
- Background questions (3 min): Role, experience with similar tools.
- Tasks (20 min): "Please pay a fee for your child" — observe, do not help.
- Debrief (5 min): "What was most confusing? What did you like most?"

### RUN A TEST

Test your CHERI SMS prototype (from U03) with 3 school administrators. Give them 3 tasks. Note every point they hesitate. Fix the top 3 issues found.

