

Remote & Moderated Usability Testing Method



Explanation of Method

Usability testing with users that are not located within the area you live or work through web based video calling applications that includes the use of a moderator to give tasks to the user and discuss any usability issues that they come across while using the application or software they are testing. In order to see the user's screen, the screenshare functionality provided by the tools listed below is used.

Run the same way as an in person usability test session with a pre and post test questionnaire/survey and a scenario with tasks.

? Why use this method

- Allows you to connect with users around the world
- Can reduce cost of incentives
- Shows how products work on other computers and browsers
- Gives insight into the environment your user is in while interacting with the product (e.g.- loud office, lots of interruptions)



Tools

Connecting with users:

Google Hangout

Pros:

- High amount of users already have a Google account
- Screen sharing functionality
- Calendar invite functionality

Cons:

- Easily crashes
- Does not work well in some browsers
- Some institutions/organizations block use of Google Hangouts
- Cannot see user's face during screen sharing

Skype (preferred)

Pros:

- International users prefer Skype
- Screen sharing functionality
- Can see users face during screen sharing

Cons:

- No invitation functionality
- Can be difficult to find a user via Skype search
- I've run into issues where users are using Skype on Windows machines (like tablets) that don't allow for screensharing

Other tools:

- Morae (for recording and analysis)
- Camtasia (for recording)
- Quicktime (for recording if you don't need to do analysis with Morae)
- Earphones/headphones (reduces echo on both sides)