THE IMPORTANCE OF CLASSIFICATION

- Quality usability problem reporting and documentation is key to Return on Investment in usability testing

* Currently: Ad hoc usability problem reporting
  - Evaluators write down what they believe salient, based on what they notice, what they are thinking at the time
  - Laundry list of raw usability problems
  - Inconsistent quality, vague, incomplete descriptions
THE IMPORTANCE OF CLASSIFICATION

- Classification aids description in two ways: precision and completeness

* Usability Problem Classifier (based on the User Action Framework) includes two parts in description:
  
  - Effect on user
  
  - Cause in interaction design
THE IMPORTANCE OF CLASSIFICATION

- Classification aids description (continued)

* How does classification aid description of cause?

- Each decision point in structure is about different pre-defined usability attribute

- Decision path represents set of usability attributes (coordinates)

- Locate in usability problem/design space

- Set of attributes = “encoding” of problem description

- To report, fill in articles and prepositions
THE IMPORTANCE OF CLASSIFICATION

• Classification aids description (continued)

* Example

- Observed: User doing word processing can’t set margins

- Classification: Interaction design fails to provide sufficient clarity of meaning in visual cues (e.g., in “ruler”) so <new user> is unable to determine correct action plan for current intention <set margins> in current task <format page>

• Next, some in-class exercises to classify usability problem descriptions

Note: Also have Fast Page for cases where you now answer directly