

# Rocket Surgery Made Easy Ch. 5-8: I Need To Test, Now What?

The Who and the How(s) of Testing

Adapted from RSME:TDIYGtFaFUP by Steve Krug

September 26<sup>th</sup> 2022

Tobin Chin

CS320 User Interface Design: Section 1

# Fantastic Testers and Where to Find Them

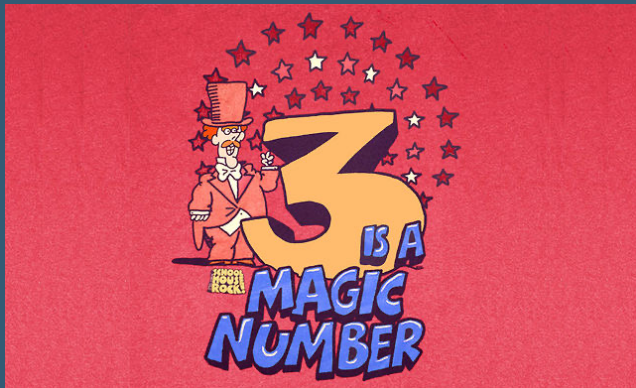
Chapter 5: Recruit loosely and grade on a curve

# Recruit Loosely and Grade on a Curve

- Domain Knowledge: Expertise about a particular field
- “Find users who reflect your audience, but ... try to make allowances for the differences between the people you test with and your real users.”

# Three is Enough

- Quantity of iterations trumps quality of the individual test
- Others are willing to come observe if there are fewer tests
- Discovering a few problems is more manageable than a massive wave of issues
- Hiring a recruiter can remove pressure from a development team to find testers and manage them



# Where to find testers?

- Where do the people you're looking for usually go?
- Make sure they are not too familiar with what you are testing
- Remote testing can increase the pool of testers massively
- Invite them to take part in your test, noting who you would like to apply and what your requirements are

# Vet, Onboard, and Follow Through

- Make sure the tester candidates are who you want, reliable, and able to show up to test
- Ensure testers know exactly how they will be doing and what they'll be asked to do, confirm that they will attend
- Make sure you compensate testers fairly for their time and effort
- Always have a backup plan, and someone else to test

# What do you do with an on-board tester?

Chapter 6: Find some things for them to do

# List of Tasks to Scenarios to Tests

- List out tasks users need to be able to accomplish so that you may test them
- Filter tasks so that the most important, troublesome, or difficult tasks are the ones you will test
- Create a scenario:
  - Context (character + goal) + Supplied Resources (password) = Scenario



# The Sticking Points for Scenarios

- Make sure that the tester is approaching the task through the perspective of a user, not in the designer's jargon and context
- Restrict search features on the site and access to other sites



# Testing and Distribution

- Pilot Test: Test it on another person (anyone works) before the test is administered to the actual test group
  - Revise and edit for clarity of instruction and precision
- Print Copies of the tests
  - The book suggests separating scenarios onto separate strips of paper for participants, in legible fonts and without order
  - Print copies for observers and yourself, all on one page, for reference and notes

# The Golden Checklist

Chapter 7: Some boring checklists



# Telepathy for the Psionically Stunted

Chapter 8: Mind reading made easy

# “Tour Guide” and “Therapist”

- Facilitator: “the person sitting in the room with the participants, giving them their instructions, and asking them questions”
  - Tour Guide: facilitator attempts to keep the trial moving through scenarios
  - Therapist: facilitator allows the tester to verbalize and record their feelings as they move through scenarios



# Testing Grounds

- Make sure the surroundings are comfortable for the participant and the facilitator
- Ensure that the test software and recording equipment function prior to the test
- Prepare test equipment:
  - Internet, recording software, screen sharing software, monitor and keyboard, mouse, microphone, speaker, etc.
- Ensure that the tester will not be disturbed and has easy access to all resources. Ensure that everything you need will work before you need it.

# Meeting the Tester

- Ensure that the tester is greeted and made to feel comfortable. The pressure of being in a new space can be stressing and hurt results
- Read the script to the participant to ensure clarity and replicability of the test
- Make sure the tester is comfortable and feels comfortable talking
  - Learn as much as you can about the tester's prior experience: framing, prior knowledge, etc.



# The Test

- Explore: ask the tester to look through the product and determine what it is
- Tasks: give the tester the scenarios and read them aloud exactly as written.
  - Move on when: task completed, overly frustrated, time crunch, point of diminishing returns
- If you have questions, mark them on you paper and then return to them at the end

# Debrief

- Return to anything you were curious about prior
  - Ask your audience if they have questions they would like you to follow up on
- Ask the tester why, what they liked, and what they thought one could do better
- Close with 10 minutes to spare to allow for decompressing one's mind

# Tips on the Process

- Make sure that the tester verbalizes their thoughts and actions
- Do not influence the tester through body language, verbal cues, or imposing your own thoughts into the process
- “Testers should not leave worse off than they entered”:
  - Do not do harm in the process of the test
  - Do not distribute materials of the test outside of the test setting