Contents

Preface xv
Jakob Nielsen
Robert L. Mack

List of Contributors xxi

1. Executive Summary 1
Robert L. Mack
Jakob Nielsen
1.1 Definition of Usability Inspection 1
1.2 Inspection Objectives 3
1.3 Inspection Methods 5
1.4 Inspection Methodology Issues 7
1.5 Usability Inspection and the Usability Engineering Lifecycle 12
1.6 Research Directions 20
1.7 Conclusions 23

2. Heuristic Evaluation 25
Jakob Nielsen
2.1 How to Conduct a Heuristic Evaluation 25
2.2 Case Study: Evaluating a Highly Domain-Dependent System 36
2.3 Severity Ratings 47

2.4 Characteristics of Usability Problems Found by Heuristic Evaluation 56
2.5 Getting Good Evaluators 58
2.6 Conclusions 61

3. The Pluralistic Usability Walkthrough: Coordinated Empathies 63
Randolph G. Bias
3.1 A Little Historical Context 64
3.2 The Pluralistic Usability Walkthrough 65
3.3 Limitations 69
3.4 Benefits 70
3.5 Theoretical Post Mortem 72
3.6 Choosing to Conduct a Pluralistic Usability Walkthrough 74
3.7 Conclusions 76

4. Inspections and Design Reviews: Framework, History, and Reflection 77
Dennis Wixon
Sandra Jones
Linda Tse
George Casaday
4.1 Framework 78
4.2 Framework for Inspections 79
4.3 History of Inspections and Design Reviews 85
4.4 Reflections 98

5. The Cognitive Walkthrough Method: A Practitioner's Guide 105
Cathleen Wharton
John Rieman
Clayton Lewis
Peter Polson
5.1 Overview 106
5.2 Detailed Description of the Walkthrough Procedure 108
5.3 Detailed Example 118
5.4 Staying on Track and General Fixes 123
5.5 Evolution of the Walkthrough Method 125
5.6 Value of the Walkthrough in Design 139

6. Formal Usability Inspections 141
Michael J. Kahn
Amanda Prail
6.1 A Description of the Method 142
6.2 A Design History of Formal Usability Inspections 160
Appendix: Glossary 169

7. Faster, Cheaper!! Are Usability Inspection Methods as Effective as Empirical Testing? 173
Heather W. Desurvire
7.1 Introduction 173
7.2 Issues and Mechanics of Comparing Usability Inspection Methods 175
7.3 Comparing Empirical Data with Usability Inspection Methods 179
7.4 Enhancing the Performance of Interface Evaluators Using Non-Empirical Usability Methods 190
7.5 Call for Action 199

8. A Comparison of User Interface Evaluation Methods 203
Clare-Marie Karat
8.1 Introduction 203
8.2 Comparison of Usability Testing and Inspection Methods 204
8.3 Trade-Offs Regarding Inspection Methods 221
8.4 Conclusion 230

9. Evaluating High-Level Design
Synergistic Use of Inspection and Usability Methods for Evaluating Early Software Designs 235
Janice S. Bradford
9.1 Importance and Role of Early Design Evaluations 235
9.2 Building the Context for Evaluation 240
9.3 Synergistic Use of Multiple Methods 247
9.4 The Power of Scenarios 252
9.5 Conclusion 253

10. Adding Value to Usability Testing 255
Patricia Brooks
10.1 Introduction 255

10.2 When Inspection Methods Provide Value 256
10.3 Where and Why Inspection Methods Fall Short 258
10.4 Evolution of User Testing 265
10.5 Summary 271

11. Usability Problem Reports: Helping Evaluators Communicate Effectively with Developers 273
Robin Jeffries
11.1 The Data Set 274
11.2 Looking for False Alarms 275
11.3 Examples of Problem Reports 277
11.4 Which Are the False Alarms? 282
11.5 Better Problem Reports 283
11.6 Recommendations 288
11.7 A Research Agenda 291

12. Observing, Predicting, and Analyzing Usability Problems 295
Robert Mack
Frank Montaniz
12.1 Introduction 295
12.2 Background 296
12.3 Observing and Analyzing Usability Problems 301
12.4 Inspection-Based Usability Problems 313
12.5 Analyzing Design Implications of Usability Problems 336
12.6 General Discussion and Conclusions 338

13. The Role of Psychological Theory in Usability Inspection Methods 341
Cathleen Wharton
Clayton Lewis
13.1 What Psychological Theory Has to Offer 342
13.2 How Might System Designers Become Aware of and Apply This Knowledge in Their Work? 345

14. Interface Design Guidance Systems 351
Louis A. Blatt
James F. Knutson
14.1 Secondary Research 353

14.2 Requirements Analysis Research 362
14.3 Rapid Prototyping 366
14.4 Focus Group Research 376

Bibliography 385

Author Index 401

Subject Index 407