Contents

List of Tables and Figures	vii
Preface	ix
Acknowledgments	xiii
CHAPTER 1 Why Usability Testing Matters	1
CHAPTER 2 Conducting Your Own Usability Testing	7
CHAPTER 3 Identifying Your Audience and Its Tasks	15
CHAPTER 4 Selecting a Method	29
CHAPTER 5 Planning a Usability Test	43
CHAPTER 6 Conducting a Usability Test	65
CHAPTER 7 Analyzing Your Findings and Making Improvements	85
CHAPTER 8 Ongoing Usability Testing	107
CHAPTER 9 Keeping Up the Momentum	119
Appendix: Example of a Usability Testing Report (Summary Version)	125
Index	129
About the Author	133