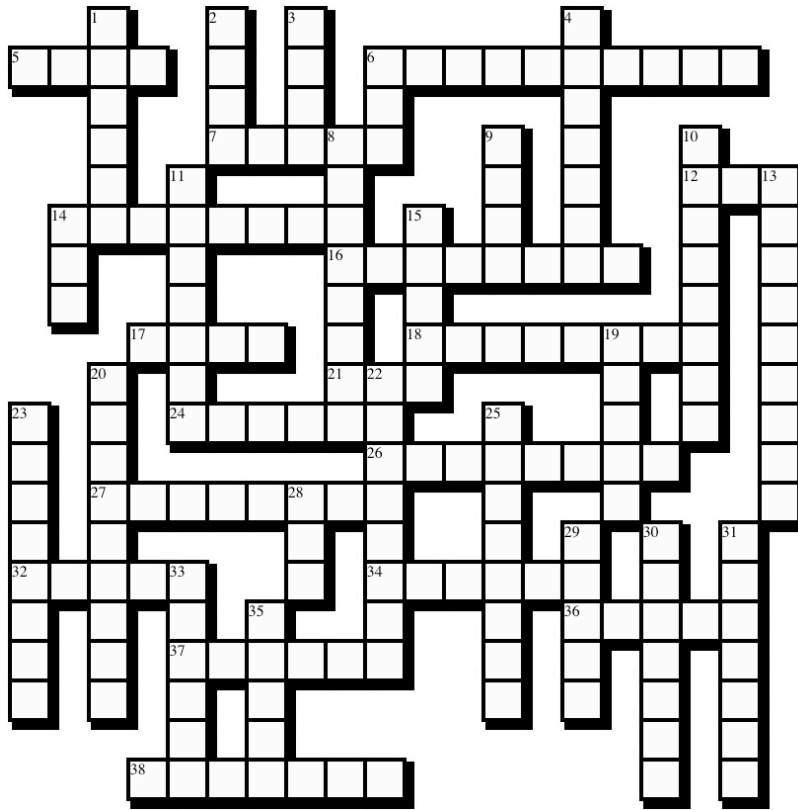


Usability Testing Crossword



ACROSS

- 5 Term used by computer (and drug!) industries to refer to their customer (4).
- 6 Accuracy and completeness of goals achieved in relation to resources (10).
- 7 The range or breadth of a test (5).
- 12 ANSI standard for reporting usability tests (3).
- 14 Checklist to help you recruit the right participants (8).
- 16 (See 6 down).
- 17 A state of mind or emotion that can affect questionnaire responses (4).
- 18 Person who records data during a usability test (8).
- 21 Facility for carrying out usability tests (3).
- 24 Part of ISO 9241 that defines usability (6).
- 26 Well-developed prototype needed for summative tests (8).
- 27 Statistical method used with task completion scores (8).
- 32 Dress rehearsal for a usability test (5).
- 34 Open questions sometimes help with this kind of participant (6).
- 36 Thinking “-----” technique (5).
- 37 Number of these made by a participant gives a measure of efficiency (6).
- 38 Poor test moderation style where participants are given clues (7).

DOWN

- 1 Generic term for usability measure (6).
- 2 Satisfaction questionnaire developed at the University of Maryland (4)
- 3 A usability test should not be one of these (4).
- 4 (See 15 down).

- 6 (and 16 across) Summative test method for evaluating page layouts (3, 8)
- 8 Tasks capable of being transferred form one product to another (8).
- 9 (and 10 down) Written instructions given to a participant in a usability test (4, 8).
- 10 (see 9 down).
- 11 Type of difficult participant with lots to say (7).
- 13 Tests used to support iterative design (9).
- 14 Minimum number of participants in a discount usability test. (3)
- 15 (and 4 down) Danish-born expert who introduced the concept of discount usability (5, 7)
- 19 Medium for convincing developers and managers about usability issues (5).
- 20 Science (or art?) of making things easy to use (9).
- 22 Type of competitor testing (8).
- 23 Document that defines a usability evaluation and schedules resources (4,4)
- 25 Test where participants prioritise functions (8).
- 28 International standards body (3).
- 29 Science of generalising the results of a test to a wider population (5).
- 30 Exploring or searching technique used by test moderators (7).
- 31 An obstacle to good test moderation, based on opinion and assumption (7).
- 33 Minimum number of participants in a summative usability test (6).
- 35 The values of a company expressed in its website.

Answers

ACROSS

5 User; **6** Efficiency; **7** Scope; **12** CIF; **14** Screener; **16** Tracking; **17** Mood; **18** Observer; **21** Lab; **24** Eleven; **26** Advanced; **27** Binomial; **32** Pilot; **34** Silent; **36** Aloud; **37** Errors; **38** Leading

DOWN

1 Metric; **2** QUIS; **3** Demo; **4** Nielsen; **6** Eye; **8** Portable; **9** Task; **10** Scenario; **11** Verbose; **13** Formative; **14** Six; **15** Jakob; **19** Video; **20** Usability; **22** Analysis; **23** Test Plan; **25** Saliience; **28** ISO; **29** Stats; **30** Probing; **31** Judging; **33** Twelve; **35** Brand