



# Usability Test Checklist

Certified Professional for Usability and User  
Experience – Usability Testing (CPUX-UT)

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## Introduction

This document contains the evaluation criteria for the practical test leading to the CPUX-UT certificate. The evaluation criteria are used by the evaluator to score deliverables from the usability test conducted by candidates seeking to achieve the CPUX-UT certificate. This document is also used to inform CPUX-UT candidates about how their CPUX-UT deliverables are scored.

The basic idea behind the rating is that each candidate starts out with 100 points. The score is reduced by a number of points for each deviation from a good usability test as reflected by the evaluation criteria.

## 1 Legends

ID	The IDs are used for references. They are not necessarily compactly numbered. Missing IDs usually correspond to evaluation criteria from earlier evaluations that are no longer relevant.
Evaluation criterion	The criteria reflect key criteria in the CPUX-UT Curriculum.
E1	The maximum number of negative points that the can be given if the criterion is violated.
E2	The actual rating (zero or negative points) given by the assessor. If the rating is <i>OK</i> , <i>No problem</i> or <i>Good</i> , enter 0.
Evaluator's comment	Justification of the rating, if required. References like <i>V3-5.38</i> may be used to refer to a sequence in a video submitted by the candidate. The sample reference refers to the video for test participant 3. The referenced event starts approximately 5 minutes and 38 seconds after the start of the video.

## 2 Initial check of deliverables

This is an initial check to verify that the required deliverables are available and fulfill basic requirements. This initial check is not part of the scoring. If any of the following conditions are not met, the evaluator should consider carefully whether it makes sense to continue the evaluation.

ID	Evaluation criterion	Yes/ No	Evaluator's comment
a	Is a usability test report available?		
b	Is the test script provided, possibly as part of the usability test report?		
c	Are the test tasks provided, possibly as part of the test script?		
d	Does the usability test report contain at least 10 findings?		
e	Is a video from each usability test session available?		
f	Are video recordings of both the moderator's face and the test participant's face available?		
g	Can the first 15 seconds and the final 15 seconds of each video be viewed?		
h	Does each usability test session have a length that is between 15 and 30 minutes?		
i	Is the audio quality of the video recordings OK?		
j	Is the video quality of the video recordings OK?		

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k	Is a copy of the consent form used in the usability test available?  An NDA is not required. Copies of signed consent forms are not required..		
l	Is a properly signed scanned document available that confirms that the candidate completed the usability test without assistance?		

## 3 Test script

ID	Evaluation criterion	E1	E2	Evaluator's comment
a	Does the usability test report include a test script?  Note: This criterion differs from 2b, which checks whether a test script is available at all. 3a deducts points if the test script is available but not part of the usability test report.	3		
b	Are the criteria used for selecting test participants available and reasonable?	1		
c	Does the test script include a suitable checklist for the briefing?	1		
d	Does the moderator adhere to the checklist for the briefing during the test sessions?	1		
e	Does the test script include a suitable checklist for the pre-session interview?	2		
f	Does the moderator adhere to the checklist for the pre-session interview during the test sessions?	1		
g	Does the test script include the test tasks?	1		
h	Does the test script include a suitable checklist for the post-session interview?	1		

## 4 User profiles and test participants

ID	Evaluation criterion	E1	E2	Evaluator's comment
a	Do the test participants match the requirements in the assignment?	20		
b	Is brief but adequate information about each test participant available?	2		
c	Do test participants match the user profile?	2		
d	On the basis of their appearance on the video, do test participants seem to match the information about test participants provided in the usability test report?	5		
e	Is the anonymity of test participants preserved?	2		

## 5 Test tasks

ID	Evaluation criterion	E1	E2	Evaluator's comment
a	Do the test tasks match the requirements in the assignment?	20		
b	Does the number of test tasks match the number prescribed by the assignment exactly?	2		
c	Does each test task address exactly one basic function of the interactive system?  Note: A test task that tests several independent key system functions should be split.	2		
d	Are the test tasks sufficiently different?  Note: Redundant tasks should be avoided. Two test tasks must not unnecessarily address the same function of the interactive system.	5		
e	Does each test task contain a test task description that can be handed out verbatim to the test participant?	20		
f	Is each test task description for the test participant unambiguous and clear?	20		
g	Is each test task relevant from the users' point of view (no system-oriented tasks)?	4		
h	Are test tasks free from clues?	4		
i	Is the purpose of each test task explained or self-evident?	1		



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j	Is the starting condition for each test task specified?	1		
k	Are test tasks serious – that is, not humorous?	2		
l	Are pretender tasks avoided?	1		

## 6 Test session in general

ID	Evaluation criterion	E1	E2	Evaluator's comment
a	<p>Is each test session unaffected by previous test sessions?</p> <p>This could happen, for example, if the cache is not cleared properly between sessions, so input suggestions from previous sessions appear.</p>	1		
b	<p>Are test sessions conducted in a suitable room? Is the room undisturbed?</p>	2		
c	<p>Does the moderator manage time well so as many test tasks as possible are addressed properly within the given time frame for the test session?</p>	2		
d	<p>Is the length of each test session as required?</p>	2		
e	<p>Are there no hardware malfunctions during the test session?</p>	1		
f	<p>Are there no software malfunctions during the test session?</p>	1		
g	<p>If there are hardware or software malfunctions during a test session, are they handled diplomatically and competently by the moderator?</p>	5		

## 7 Briefing and pre-session interview

ID	Evaluation criterion	E1	E2	Evaluator's comment
a	Does the moderator orally inform each test participant "We are not testing you"?	5		
b	At the end of the briefing, does the moderator ask "Do you have any questions?"	1		
c	Is the briefing efficient? For example, demonstrations of what think-aloud is are not considered efficient.	3		
d	Does the moderator enquire about the test participant's previous knowledge of the interactive system?	5		
e	Does the moderator enquire about the test participant's previous knowledge of comparable interactive systems?	5		
f	Does the moderator enquire about the test participant's knowledge of the subject matter?	5		
g	Does the moderator ask for the test participant's top priorities with regard to the interactive system?	1		
h	Does the moderator sound genuinely interested in the participant?	5		
i	Is the moderator sufficiently curious during the pre-session interview? When appropriate, does the moderator deviate from the pre-session interview checklist?	5		

## 8 Moderation

ID	Evaluation criterion	E1	E2	Evaluator's comment
a	Does the moderator say as little as possible while the test participant is solving test tasks?	3		
b	Does the moderator say as little as possible between test tasks?	3		
c	Are the moderator's remarks and body language free from clues? Sample clues are "Don't worry about this", or the body language says "You have almost solved the task. The answer is on the screen."	2		
d	Does the moderator help or move on to the next task when the usability problem is clear, or the test participant is hopelessly stuck or goes around in circles?	5		
e	If the moderator provides help, is the help limited to the absolute minimum?	1		
f	Does the moderator keep quiet when the test participant does not need help?	1		
g	Does the moderator avoid leading questions? Leading questions include "confirmation questions" – that is, closed, leading questions like "Do you always do it like this?"	2		
h	Does the moderator encourage test participants to think aloud without overdoing it?	1		

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i	Are test tasks communicated properly to the test participant without any risk for misunderstanding?	2		
j	Is the moderator sufficiently curious during moderation? Does the moderator follow up on any important unclarities?	5		
k	Does the moderator appear interested in what the test participant is saying and doing?	5		
l	Is the moderator unbiased? The moderator must not defend the interactive system. The moderator must not express his or her own views on the interactive system. The moderator must not have a secret agenda such as a pet peeve or theory about the interface being tested and try to get the test participant to articulate it.	2		
m	Is the moderator respectful towards the test participant? The moderator should pay attention to test participant suggestions even if they appear unreasonable.	2		
n	Is the moderator respectful towards the manufacturer or provider of the test object? The moderator should not badmouth the interactive system or the development team, even if it is done to calm the test participant.	2		

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o	<p>If the test participant can't solve a task and wants to see how it can be done, does the moderator diplomatically refuse to reveal the intended way of solving the task?</p> <p>It's OK to show the solution as part of the post-session interview if the test participant insists.</p>	1		
p	<p>If observers, note takers, etc., are present in the test room, do they keep quiet unless specifically addressed by the moderator or the test participant?</p>	5		
q	<p>Is the moderator sufficiently familiar with the product that is being tested?</p>	5		

## 9 Post-session interview

ID	Evaluation criterion	E1	E2	Evaluator's comment
a	Is the post-session interview efficient?	5		
b	Does the post-session interview take less than 5 minutes?  Using more than 5 minutes for the post-session interview may be OK but requires a justification.	2		
c	Does the post-session interview mainly focus on experience that is not evident from the test session?	2		
d	Does the post-session interview ask what the test participant considers the most important usability problems?	2		
e	Does the post-session interview ask what the test participant considers the most important positive impressions?	2		

## 10 Usability test report – Layout and contents

ID	Evaluation criterion	E1	E2	Evaluator's comment
a	Does the usability test report contain an executive summary?	10		
b	Does the usability test report contain findings?	20		
c	Does the usability test report contain the test script?	5		
d	Is the usability test report free from unnecessary information?  Examples of unnecessary information are biographies of the usability specialists involved in the test, transcripts and explanations of what usability is.	1		
e	Does the usability test report contain a version date?	1		
f	Does the usability test report contain contact information for a person who can provide further information about the usability test?	1		



## 11 Usability test report – Executive summary

ID	Evaluation criterion	E1	E2	Evaluator's comment
a	Does the executive summary appear at the very beginning of the usability test report?	5		
b	Is the executive summary contained on one page only?	3		
c	Does the executive summary contain a brief description of the most important positive findings?	2		
d	Are the positive findings that are listed in the executive summary also listed in the Findings section of the usability test report?	1		
e	Does the executive summary contain a brief description of the most important usability problems?	2		
f	Are the usability problems that are listed in the executive summary also listed in the Findings section of the usability test report?	1		

## 12 Usability test report - Findings

ID	Evaluation criterion	E1	E2	Evaluator's comment
a	Are there more than 10 and less than 40 findings?	5		
b	Are all findings easy to understand?	10		
c	Are all findings unique? Note: Two separately reported findings must not describe what is essentially the same usability finding.	2		
d	Does each finding describe the problem from the test participant's point of view? Note: Findings must not focus on a product attribute that causes a problem.	4		
e	Are all findings actionable? Note: Generally phrased findings, such as "The website does not speak the language of the user" should be accompanied by at least two valid examples.	4		
f	Are all findings rated?	3		
g	Are all ratings justifiable?	3		
h	Is the meaning of each rating explained in a useful and usable way?	2		
i	Do at least 3 of the findings contain useful and usable recommendations?	2		
j	Are at least 25% of the findings positive?	2		

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k	Are positive findings completely positive? A positive finding must not contain any criticism	1		
l	Are positive findings substantial (as opposed to flimsy or sarcastic)?	1		
m	Are findings that are not obvious from the textual description illustrated with appropriate screenshots?	1		
n	Are findings supplemented with quotes from test participants, where appropriate?	1		
o	Are findings in accordance with test participants' actual behavior as recorded on the videos? Findings must not be based on the participant's opinions or the moderator's opinions.	20		
p	Does each finding reflect a single usability issue? Findings must not be conglomerates of several independent but possibly related issues.	2		

## Appendix. Important changes compared to previous versions

Date, version	Change
30-06-2015, Version 1.01	First version.
20-01-2017, Version 1.06	2.i: OK to submit blank NDA for data protection reasons 5.b: Number of tasks in test script must match assignment exactly 5.g: Increased from 1 to 4 points. 5.h: Increased from 2 to 4 points. 8.g: Avoid “confirmation questions”