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usability first

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## Methods: User Testing

User testing is the mainstay method when it comes to finding usability problems. Nothing is more convincing than watching person after person encounter difficulties with the same part of a software or information system. The difficult areas that repeat themselves between multiple test participants reveal areas that should be studied and changed by the developers. User testing can often uncover very specific areas needing improvement, where focus groups and task analysis often find more general areas needing improvement.

A trained observer conducts user testing often with the assistance of software developers. People who are representative of the target audience are asked to perform representative tasks with the software. The observer writes a user testing report listing the problems and offering recommendations based on their findings.

