

User Testing Resources

Fluid User Testing Resources

- [User Testing Protocol](#)
- [User Testing Checklist](#)
- [User Testing Consent Form](#)
- [User Testing Round Template](#)
- [User Testing Summary Template](#)
- [User Testing Greeting Script](#)
- [User Testing Scenarios and Tasks](#)
- [User Testing Demographic Questionnaire](#)
- [User Testing Tips](#)
- [User Testing](#)
- [User Testing Results Template](#)
- [User Testing Protocol Template](#)

Other User Testing Resources

Books

- "Handbook of Usability Testing" by Rubin J. and Chisnell, D.
- "A Practical Guide to Usability Testing" by Dumas, J. and Redish, J.
- "Don't Make Me Think" by Steve Krug
- "Usability Engineering" by Jakob Nielsen

For more suggestions, check out the Society for Technical Communication's [Usability & User Experience Group's Bookshelf](#)

Online Resources

General Info

- [Usability Testing as an Assessment Technique \[pdf\]](#)
- Dana Chisnell's blog (author of "Handbook of Usability Testing"): www.usabilitytestinghowto.blogspot.com/
 - [Templates, examples, and links to other resources from Dana](#) by Christine Perfetti
- ["Five Techniques for Getting Buy-In for Usability Testing"](#) by Christine Perfetti
- [UsabilityFirst.com](#)
- [Usability.gov](#) - the U.S. Government's website on Usability, containing Usability & Accessibility guidelines, methods, and links
- [Usability Professionals' Association Resources](#) - good source of all things "usability"
- Society for Technical Communication's [Usability & User Experience Group Topics](#)
- [Usable Web's User Testing page](#)
- University of Texas at Austin
 - [Plan a Usability Test](#)
 - [Developing Usability Test Documents](#)
 - [Conduct the Usability Test](#)
 - [Write Usability Report](#)
- [Usability Test Reporting](#) - nice description of Formative vs. Summative Testing
- [Sample Usability Test Script](#) - found in "Looking for Downloads" section
- [Usability Resource Center's Usability Testing Materials](#)

Usability Testing Techniques

- ["5-Second Tests - Measuring Your Site's Content Pages"](#) by Christine Perfetti
- ["Interview-Based Tasks: Learning from Leonardo DiCaprio"](#) by Jared M. Spool
- ["Inherent Value Testing"](#) by Jared M. Spool
- ["Card sorting: a definitive guide"](#) by Donna Spencer and Todd Warfel
- ["Card-Based Classification Evaluation"](#) by Donna Spencer
- ["What You Should Know About Prototypes for User Testing"](#) by Chris Farnum
- ["Remote Online Usability Testing: Why, How, and When to Use It"](#) by Dabney Gough & Holly Phillips