



## Usability Testing

Usability testing gives deep and repeatable insights that help prevent unusable products from reaching the marketplace.

Gain robust techniques for obtaining feedback from end users throughout product design, and learn how to identify new opportunities for design improvement.

### COURSE OPTIONS



Live Virtual  
2-Day



In-person  
2-Day

### WHAT YOU WILL LEARN IN THIS 2 DAY COURSE...

- The role of usability testing in the UX design process
- Usability testing techniques and how to set up a usability test
- Approaches to identify and recruit appropriate test participants
- How to facilitate test sessions and analyze the resulting data
- Methods for turning usability test results into recommendations
- Practice conducting usability testing through hands-on exercises

### WHO SHOULD ATTEND?

We assume little awareness of the user experience or usability field. The courses are not focussed on how to use specific software applications like Photoshop, XD, Figma or Axure.

## COURSE OUTLINE

### INTRODUCTION

- Reasons to conduct usability testing
- Types of usability testing
- Pros and cons of expert vs. user-based usability evaluation
- Fitting usability testing into the design process

### USABILITY TESTING METHODS

- Remote testing
- Usability testing software tools
- Formative and summative usability testing
- Avoiding common usability testing mistakes

### CONDUCTING TEST SESSIONS

- Capturing test session data
- Remote usability testing vs. co-located testing
- Testing high fidelity vs. low fidelity prototypes
- Retrospective and automated testing

### ANALYSIS AND REPORTING

- Analyzing the test data
- Turning test results into design recommendations
- Cost justifying usability testing
- Standard for reporting usability results

### KEY LEARNINGS

Use pragmatic usability testing techniques to identify gaps in the experience, understand your users' thinking and make intelligent changes to your designs.

60%  
Theory

40%  
Practical

## CERTIFICATION

**Usability Testing** is a course within the following certification streams if finished within two years of the initial course:



User Experience  
Researcher

## COURSE DETAILS

### DELIVERY OPTIONS

#### In-person or Live Online

1-day, 9:00am – 4:30pm

Course includes a one-hour lunch break.

### COURSE MATERIALS

#### In-person

Participants receive a printed course booklet

[A laptop is not required for this course.](#)

#### Live Online and Self-paced

Access to our Learning Management System

### REGISTRATION

Visit our website for our prices and registration  
[www.akendi.com/ux-training](http://www.akendi.com/ux-training).

[Our workshops, courses, and certifications teach processes and tactical skills for teams of 6 or more who want to elevate product delivery.](#)

### LOCATIONS

In-person training courses are delivered in your location. Ask us for more details!

# Register today!

[www.akendi.com/ux-training](http://www.akendi.com/ux-training)

### CUSTOM TRAINING AVAILABLE

Akendi offers customised training courses designed to fit your organization's specific needs.

Contact us at [training@akendi.com](mailto:training@akendi.com) for more information.