



THE DEVELOPMENT OF MSFC USABILITY LAB



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Purpose

- Integrate a fully functioning usability laboratory to provide a resource for future human factor assessments
- Implement preliminary usability testing on a MSFC website to validate the functionality of the usability lab

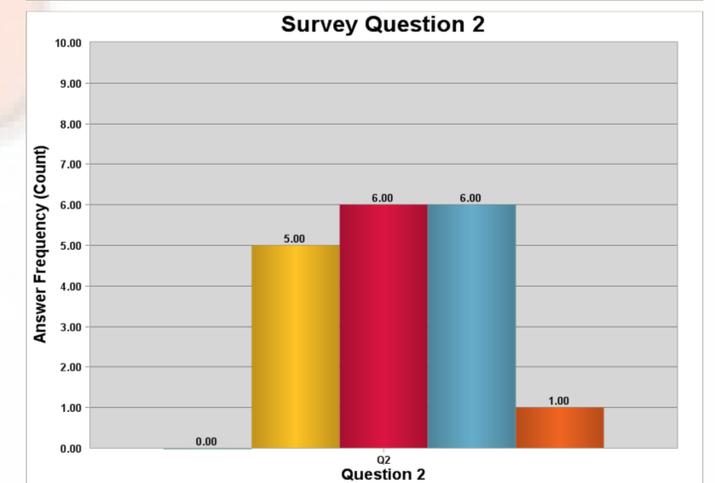
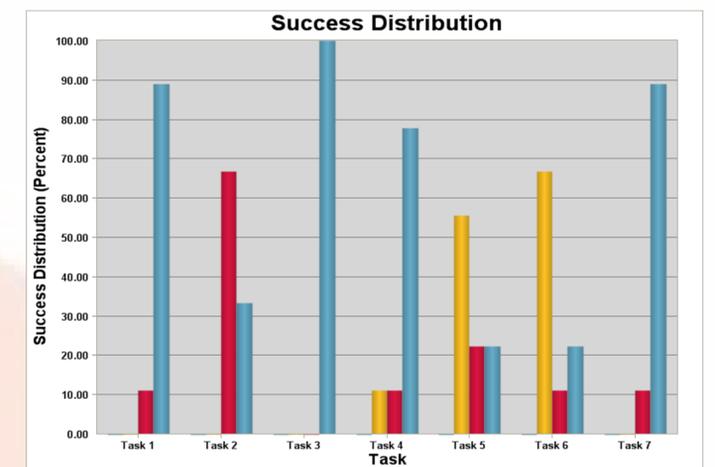
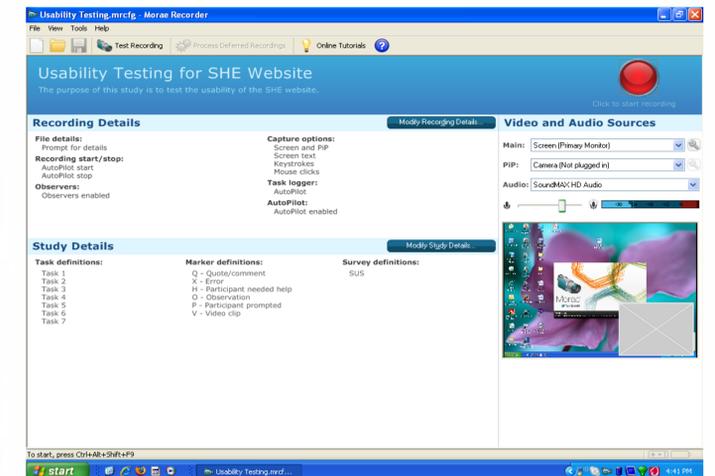
Procedure

- Coordinate the layout of the usability laboratory
- Develop the timeline for the preliminary usability testing and schedule participants for the tests
- Install and program Morae usability software to combine webcam and microphone to record the subjects' real-time actions and comments
- Research and create tasks and survey questions for testing
- Analyze overall design and procedure to develop lessons learned for future usability testing

Usability Test Recommendations: Don't Make Me

- **Think** Eliminate unnecessary thinking for how to use the website. Ex: Are the main headings clickable? What information do the links contain?
- Use self-explanatory tabs and links
- Consolidate similar information
- Schedule regular maintenance on website to identify problems, such as broken links
- Add a search bar on main page to quickly find topics
- Consider recommendations for improvements from the subjects

Test Results



Sample Survey Question:
How easy is it for you to navigate the website for information?