Completing a Usability Test:
Can "Real Users" Use Your Product?

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Evaluating outcomes/grading

Grading Criteria for the Usability Memo:

- Includes a specific subject line

- Organizes information from the study effectively

- Uses headings to increase readability

- Provides concrete data from the study

- Well-edited

Grading Criteria for the Revised Instruction Sheet:

- Includes a clear, informative title

- Includes an introduction that explains the task

- Includes simple and clear, step-by-step instructions

- Includes effective and appropriate graphics

- Includes a conclusion that may simply conclude, give "follow-up advice," or give "trouble-shooting advice"

- Demonstrates a clear relationship between graphics and text

- Uses effective principles of visual design

- Well-edited (Adapted from Mike Markel's "Writing Definitions, Descriptions, and Instructions" in *Technical Communication* 10th ed)