

ISO/TS 20282-2:2013-08 (E)

Usability of consumer products and products for public use - Part 2: Summative test method

Contents		Page
Foreword		iv
Introduction		v
1	Scope	1
2	Conformity	2
3	Normative references	2
4	Terms and definitions	2
5	General principles	6
5.1	Type of usage of the product to be tested	6
5.2	Purpose of the test	6
5.3	Scope of the goals used in the test	7
5.4	Validity and reliability	9
5.5	Ethical issues	9
6	Test procedure overview	9
7	Test method	10
7.1	Purpose and scope of the test	10
7.2	Product(s) to be tested	10
7.3	Context of evaluation	10
7.4	Check that the product is capable of achieving the intended goals for the intended users	15
7.5	Design and perform the test	16
8	Results	20
8.1	General	20
8.2	Goals	20
8.3	Effectiveness	20
8.4	Efficiency	21
8.5	Satisfaction	21
9	Report	21
Annex A (informative) User goals		22
Annex B (informative) Background to the method		25
Annex C (normative) Recruiting a representative sample of users		26
Annex D (normative) Confidence intervals		29
Annex E (normative) Examples of satisfaction scales		33
Annex F (normative) Format for test reports		35
Annex G (normative) Specification of usability requirements		41

Annex H (normative) Usability test procedure specification	44
Annex I (informative) Feedback on the standard	48
Bibliography	49