

Testing documents

A quick introduction
to usability testing

Clarity International
London meeting
28 January 2015

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Image credit: Caroline Jarrett



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using?
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ICP



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Usability: use something to do something

“The extent to which a product can be used by specified users to achieve specified goals with effectiveness, efficiency, and satisfaction in a specified context of use.”

ISO 9241:11

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Usability of a sign

- The product
- The users
- The specified goal
- The context of use



Usability testing: watching a user try to achieve the goal

- Participants are real users
- Participants do real tasks
- You observe and record what participants do
- You think about what you saw:
 - Analyze data,
 - Diagnose problems,
 - Recommend changes.
- Make changes and test again



Usability test of a sign

- Work out how long it will take you to walk to the station



Work out how long it will take you
to walk to the station



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Testing legal documents can be a bit trickier

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About the user research blog

We're the GDS user research team and we work on projects across government in the UK.

This is what we're learning and thinking about. We share case studies and project updates too.

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Home

The Model Commercial Lease (MCL) suite of documents comprises various template commercial leases and associated documents. They are available for anyone to download from this website, without charge. Use is subject to the [MCL Conditions of Use](#).

Users can then customise them to their particular requirements, or incorporate text from them into their own documents.

Different versions of MCL leases are available to suit different types of commercial buildings such as offices, shops, shopping centre units and industrial/logistics units. A full list of MCL documents is contained on the [All Documents](#) page but the simplest way to reach the current version of each document is via the "Leases" and "Asset Management" links in the menu at the top of the screen.

The MCL is a client-led project. It was originally commissioned by the British Property Federation. A large number of well-known law firms, clients and trade organisations have been represented on the working group that produced the documents, or taken part in extensive informal consultations.

The MCL is intended to avoid much of the unnecessary negotiation on most routine letting transactions by representing a fair starting (and, in many cases, end) point for both parties.

We welcome feedback from users. Please use this [Feedback page](#).

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5.1 Quiet enjoyment

The Tenant may peaceably hold and enjoy the Premises during the Term without any interruption by the Landlord or any person lawfully claiming under or in trust for the Landlord except as permitted by this Lease.

Familiar

Unfamiliar

5.1 Quiet enjoyment

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and enjoy the Premises during the
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Landlord or any person lawfully
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Landlord except as permitted by
this Lease.

Helps with answer

Doesn't help

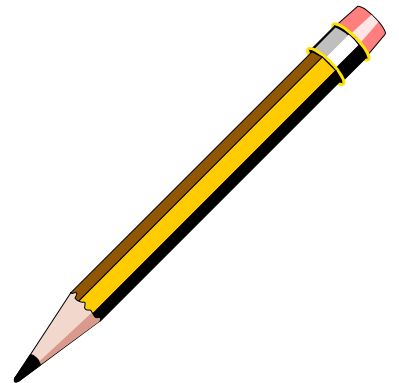
Martin is renting a small unit in a shopping centre for use as a second-hand bookshop on a short lease.

He's negotiated a rent of £4000 a year.

Cash flow is tight so he wants to know exactly what he has to pay and on what date, and whether there will be any extras.

Usability test of a clause

- What did we learn?



Choose a pair of topics that are relevant to the goal

If the specified goal is...	You might ask users to mark up ...	
Provide an answer	Helps with answer	Doesn't help
Explain an obligation	Helps to explain	Confuses / unhelpful
Record an agreement	Point of agreement	Point of disagreement
Create confidence	Increases confidence	Decreases confidence
Use familiar words	Familiar words	Unfamiliar words

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