



# the usability center

■ usability testing ■ expert review ■ contextual inquiry ■

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What is Usability?  
 "... It has been a catalyst for core product improvement and has also educated our developers on more effective UI techniques . . . Expect the unexpected . . . usability testing will challenge those things that you take for granted, and give you the tools to improve your products - sometimes by changing the most simple elements." - Mary Beth Westmoreland, VP for Research and Development, Ipswitch ■ "... the effectiveness, efficiency, and satisfaction with which intended users can achieve specified goals in particular environments." - ISO 9241 ■ "... the art and science of making documents and products usable, useful, and most of all, satisfying." - Dr. Carol Barrum