

A Practical Guide to Measuring Usability: 72 Answers to the Most Common Questions about Quantifying the Usability of Websites and Software

By Jeff Sauro

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A detailed and readable guide that answers the most common questions that arise when measuring the usability of websites, software or cellphones. What measures do you take? What do have users do? What questionnaires do you use? What about sample size and statistical analysis?

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