

## Usability Review Job Aid

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### **What is a usability review?**

A usability review is a two-part process that validates the instructional design plan (content outline, learning activities and storyboards). In the initial review, the external Subject Matter Experts (SME) evaluate the content outline for accuracy and completeness. Based on SME input, the development team creates storyboards. The second review validates the storyboards with the project sponsor(s) and stakeholders.

The initial review ensures that the content outline meets the needs of the course participants while the second review engages project sponsor(s) and gains their approval. This minimizes rework and enhances project support.

### **How to perform a usability review:**

Present the content outline to SMEs or storyboards to sponsor/stakeholder(s) and elicit the following information:

#### ***Subject Matter Experts***

- Are the key concepts correct?
- Does the detailed content support the key concepts?
- Is the content correct?
- Is any content missing?
- In what order should the content areas be presented to an audience?
- Any suggestions for learning activities?

#### ***Sponsor/stakeholder(s)***

- Does the storyboard meet your stated training request?
- If not, what needs to be added/subtracted?
- What suggestions do you have to enhance the training program?

#### ***Suggested number of individuals in each group***

- SMEs – four to five individuals with content specific knowledge
- Sponsor/stakeholder(s) – varies by project

#### ***Things to consider***

- SMEs care about content
- SMEs need to understand how the course content fits together or affects their jobs
- Sponsor/stakeholder(s) are concerned with audience expectations and satisfaction
- Sponsors need to understand how the training will support performance goals

**Remember to gain formal approval of the instructional design plan before commencing the Build phase!**