

NGN Talks: Usability Studies Video Transcript

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More info: <https://www.ncsbn.org/13377.htm>

Presenter

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Usability studies are conducted to understand the extent to which a specific group can adequately use a product to achieve defined goals. Conducting usability studies improves an end user experience by addressing certain things during the design process, including learnability, can a user easily accomplish tasks based on the design? Efficiency, can a user easily perform tasks once the design is learned?

Memorability, can a user reestablish proficiency when returning to the product? And errors, common mistakes by users help designers identify flaws with the product. The NGN usability study worked to identify more innovative item types and response types than those used on the current exam.

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This process continued until the study participants considered all items appropriate. The outcome is a set of item and response types for the NGN that are easy to understand, navigate, and make the process of answering items seamless, ensuring that only clinical judgment factors into a candidate's response. Along with validating design features, feedback on the new items from students and experts was overwhelmingly positive.

Participants indicated that the items are more realistic and a better fit to the type of work they encounter in their internships, practicums, and entry-level practice. The final results of these studies were incorporated into the design and further development of the new next-generation NCLEX items.

These items are now seen by current NCLEX test takers in the special research section as part of item type data collection or ITDC research. The usability studies have provided valuable input to ongoing NGN research. You can learn more about the NGN project at the NGN resource page at ncsbn.org.