



Credible Checklists and Quality Questionnaires: A User-Centered Design Method

Chauncey Wilson

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Credible Checklists and Quality Questionnaires starts off with an examination of the critical but commonly overlooked checklist method.

In the second chapter, questionnaires and surveys are discussed. Asking questions sounds simple, but the hard truth is that asking questions (and designing questionnaires) is a difficult task. This chapter discusses being mindful of the choice of words, order of questions and how early questions influence later questions, answer scales and how they impact the user response, questionnaire design, and much more.

The final chapter provides examples of some common questionnaires (both free and fee-based) for assessing the usability of products.

After reading this book, readers will be able to use these user design tools with greater confidence and certainty.

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