

## **Resource: National Center for State Courts Tiny Chat 48: User Testing (NCSC 2021)**



In the National Center for State Court's (NCSC) [Tiny Chat 48: User Testing](#), Zack Zarnow and Danielle Hirsch offer six steps to user testing.

"Here is the good news: You can learn how to user test in six easy steps. User testing can improve your court, improve the experience of users, and reduce staff burdens by improving communications, forms, websites, and more. Here is the bad news: those idiots from Tiny Talks make a guest appearance. Those guys are the worst."

Visit the [SRLN Human Centered Design Topic](#) of our website to explore resources about usability testing and user experience research.

Visit the [NCSC Tiny Chats page](#) to access previous Tiny Chats.

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Table of Contents