


[Join Now!](#)

→ [home](#)   [member sign in](#)   [be a panelist](#)   [quick tour](#)

## Survey Results

[INDIVIDUAL RESPONSES](#)

### Professional Certification for Usability Practitioners

The results of the survey are displayed below. To view individual responses, click the "View" button.

Zoomerang is not responsible for the answers submitted to any survey or for the results generated by survey responses. Zoomerang does not make any representations regarding the use of the results. Zoomerang makes no warranty that the survey, survey responses, survey results, and data or presentations of any or all surveys will meet with your requirements or that they are correct, reliable or accurate.

#### Please tell us about yourself (Questions 1-7)

##### 1. In what country do you work (or are primarily based)?





	Number of Responses	Response Ratio
Australia	24	2%
Canada	42	4%
Denmark	26	3%
Germany	31	3%
Italy	14	1%
Japan	3	0%
Sweden	16	2%
UK	114	12%
USA	619	63%
<a href="#">VIEW</a> Other, (please specify)	86	9%
<b>Total</b>	975	100%

##### Of the following options, which one best describes what you do in your current, primary position?

	Number of Responses	Response Ratio
Usability, HCI, or Human Factors practitioner	430	44%
Interface designer, interaction designer	146	15%
Web designer	22	2%
Industrial designer	1	0%
Information architect	51	5%
Technical writer	33	3%
Academic	37	4%
Manager, usability, HCI, or HF practitioners	95	10%
Manager, within a software development area	23	2%
Manager, marketing and/or communications	12	1%
Manager, other	9	1%
Business executive	3	0%
Business Analyst	13	1%

Technical Analyst	4	0%
Trainer	1	0%
Graphic designer	2	0%
Programmer	11	1%
Market Researcher	9	1%
<a href="#">VIEW</a> Other (please specify)	74	8%
<b>Total</b>	976	100%

How long have you worked in the job role selected in the previous question  
**3.**(including time across employers)?

	Number of Responses	Response Ratio
Less than 1 year	42	4%
1-2 years 	201	21%
3-4 years 	270	28%
5-10 years 	280	29%
11-20 years 	138	14%
20+ years	42	4%
<b>Total</b>	973	100%

**4.** Approximately what percentage of your job is usability, HCI, or human-factors related?

[VIEW](#) 971 Responses

**5.** What degrees do you hold? (Please spell out degrees that do not have a well-known acronym.)

[VIEW](#) 950 Responses

Are you a member of any of the following professional organizations? (select  
**6.**all that apply)

	Number of Responses	Response Ratio
ACM 	236	25%
ACM/SIGCHI 	374	40%
ACM/SIGGraph	9	1%
AIGA	17	2%
ASIS	16	2%
British HCI Group 	59	6%
The Ergonomics Society	19	2%
HFES 	133	14%
IEEE	21	2%
IFIP	4	0%
STC 	108	11%
UPA 	633	67%
None 	100	11%
<a href="#">VIEW</a> Other (please specify) 	158	17%

Do you already hold any of the following professional certifications? (Select

## 7.all that apply)

	Number of Responses	Response Ratio
AEP (Associate Ergonomics Professional through BCPE – Board of Certification in Professional Ergonomics)	0	0%
AHFP (Associate Human Factor Professional through BCPE)	2	2%
CEA (Certified Ergonomics Associate through BCPE)	0	0%
CPE (Certified Professional Ergonomist through BCPE)	10	11%
CHFP (Certified Human Factors Professional through BCPE)	12	14%
<a href="#">VIEW</a> Others (please specify)	64	74%

## Opinions about certification (Questions 8-20)

Several benefits have been proposed for a usability professional certification. Tell us how much you agree with the following statements. Choose Not Applicable (N/A) if a statement doesn't apply to you.

Percentage indicates total respondent ratio and parenthesis indicate actual number.

	1 Strongly disagree	2 Disagree	3 Neutral/don't know	4 Agree	5 Strongly agree	N/A
1. Certification would help me gain credibility within my company.	15% (147)	22% (213)	17% (162)	27% (264)	12% (121)	7% (68)
2. Certification would help me prove myself to potential employers.	7% (69)	11% (111)	17% (161)	40% (393)	21% (207)	3% (32)
3. Certification could help customers or clients understand the value of what they are getting.	10% (98)	21% (206)	22% (214)	33% (317)	12% (120)	1% (14)
4. Certification would reassure customers or clients that my firm or I know what we are doing.	7% (73)	14% (132)	18% (175)	42% (412)	17% (161)	2% (21)
5. Fewer people would try to pass themselves off as usability professionals if they had to be certified.	8% (77)	16% (160)	22% (214)	31% (305)	21% (202)	1% (13)
6. If the field were certified, the usability profession would gain legitimacy with people in other fields.	10% (93)	19% (184)	26% (256)	30% (290)	14% (141)	0% (2)
7. If the field were certified, the usability profession would have more clout in spreading awareness of the field.	10% (94)	23% (221)	29% (286)	27% (268)	10% (96)	0% (4)
8. I would be more likely to hire or recommend someone who had certification.	12% (113)	16% (157)	24% (235)	32% (311)	13% (123)	3% (28)
9. Certification would help me set hiring standards for usability professionals	11% (104)	15% (143)	20% (199)	34% (328)	13% (128)	7% (64)

## 9. Please add any comments you have on the benefits of certification.

[VIEW](#) 310 Responses

Several downsides to certification have also been raised. Tell us how much you agree with the following statements.

Percentage indicates total respondent ratio and parenthesis indicate actual number.

	1 Strongly disagree	2 Disagree	3 Neutral/don't know	4 Agree	5 Strongly agree	N/A
1. Certification is a waste of time. We should work on other things that matter more.	9% (87)	36% (344)	26% (255)	19% (187)	9% (88)	1% (7)
2. I already have a related degree in the field. Why should I bother with certification?	8% (81)	27% (265)	17% (164)	23% (227)	11% (102)	13% (130)

3. Certification will just give a false sense of security to clients and customers.	6% (56)	28% (269)	27% (258)	28% (276)	11% (102)	1% (7)
4. Certification doesn't take my real-world experience into account.	3% (33)	17% (165)	23% (221)	32% (314)	22% (212)	2% (21)
5. Someone who is qualified might not "pass the test" for certification.	5% (50)	19% (181)	27% (264)	37% (355)	10% (99)	2% (15)
6. If the field were certified, it might be easier for someone to sue me/a company/the certifying body.	7% (70)	21% (199)	47% (457)	16% (151)	3% (28)	6% (58)
7. Certification is a waste of time because it still wouldn't stop people from doing sloppy work.	4% (40)	18% (178)	25% (240)	35% (336)	17% (160)	1% (9)
8. It will cost me more without adding enough benefit.	5% (48)	24% (230)	34% (334)	22% (218)	13% (124)	1% (7)
9. Clients won't know or care about certification.	5% (47)	27% (263)	29% (280)	27% (261)	11% (102)	1% (13)
10. I'm not comfortable with a certification procedure because I never discuss my work because of confidentiality or competition.	14% (132)	34% (327)	25% (242)	14% (136)	3% (32)	9% (88)
11. It would be better just to have a curriculum or identified areas of study	5% (52)	27% (261)	33% (319)	23% (223)	9% (92)	1% (14)
12. It may be too expensive for some people.	3% (33)	12% (112)	31% (302)	37% (361)	14% (136)	2% (19)

### 11. Please add any comments you have about the downsides of certification.

[VIEW](#) 336 Responses

### 12. How important is it to include the following procedures in the certification process? (Please check all that you think should be included.)

*Percentage indicates total respondent ratio and parenthesis indicate actual number.*

	1 Not acceptable	2 Not important	3 Neutral/don't know	4 Acceptable	5 Very important
1. A points system to assess eligibility based on a combination of education, training and experience	6% (61)	7% (63)	18% (167)	48% (451)	22% (204)
2. A synopsis written by the applicant describing how and why they have (or have not) applied particular UCD principles on recent projects	8% (72)	15% (138)	24% (230)	41% (384)	12% (117)
3. Submission of structured peer references	13% (121)	21% (202)	31% (296)	28% (269)	6% (53)
4. A written exam composed of problem-solving questions	11% (102)	14% (136)	22% (209)	42% (395)	10% (99)
5. One or more structured interviews	11% (104)	15% (144)	27% (253)	37% (353)	9% (85)

### 13. Please add any other procedures that should be included, or comments you have on the certification process.

[VIEW](#) 276 Responses

### 14. For each of the following statements, indicate the value of usability certification to you.

*Percentage indicates total respondent ratio and parenthesis indicate actual number.*





	1 Not valuable at all	2 Not very valuable	3 Neutral/don't know	4 Somewhat valuable	5 Extremely valuable	N/A
1. As a personal assessment of my skills	15% (140)	19% (178)	11% (106)	43% (414)	12% (112)	1% (7)
2. As a guide for personal development in	12%	16%	12%	41%	18%	1%

becoming a more skilled professional	(114)	(154)	(111)	(395)	(176)	(8)
3. As part of a professional resume	7% (66)	9% (88)	10% (95)	47% (447)	26% (251)	1% (7)
4. As part of a professional development plan used by organizations	10% (99)	13% (125)	20% (189)	39% (374)	15% (139)	3% (27)
5. To establish professional/pay level within organizations	15% (141)	18% (173)	22% (208)	30% (289)	12% (116)	3% (26)
6. To establish the credentials of usability vendors/consultants	8% (74)	14% (130)	16% (155)	41% (397)	19% (181)	2% (19)
7. To demonstrate the value of my work to clients/customers	13% (122)	21% (204)	20% (189)	32% (305)	12% (119)	2% (18)
8. To promote professional excellence within the field	9% (83)	12% (118)	18% (174)	41% (388)	19% (178)	1% (7)
9. To help organizations understand the value of UCD and usability	13% (128)	17% (164)	20% (189)	34% (323)	14% (135)	1% (9)

15. Please add any comments you have on the value of certification to you.

[VIEW](#) 145 Responses




A professional Code of Conduct should be included as part of a certification program.

	Number of Responses	Response Ratio
Strongly disagree 1.	30	3%
Disagree 2. 	50	5%
Neutral/don't know 3. 	226	24%
Agree 4. 	402	42%
Strongly agree 5. 	244	26%
<b>Total</b>	<b>952</b>	<b>100%</b>

17. Please add any comments you have on the Code of Conduct.

[VIEW](#) 173 Responses

How important is it that the certification scheme be agreed on and recognized internationally?






	Number of Responses	Response Ratio
Very unimportant 1.	31	3%
Not important 2. 	74	8%
Neutral/don't know 3. 	165	17%
Important 4. 	368	39%
Very important 5. 	313	33%
<b>Total</b>	<b>951</b>	<b>100%</b>

What should the scope of a usability certification be (please check all that you think should be included).

	Number of Responses	Response Ratio
Understanding and applying a user-centered design process 	856	93%
Identifying and analyzing user needs 	849	92%
Defining the context in which the system will be used 	720	78%
Conducting usability evaluations 	835	91%

Proposing design solutions		711	77%
Interface design		585	64%
<a href="#">VIEW</a> Other (please specify)		272	30%





20. Indicate how likely you would be to seek usability certification for yourself.

		Number of Responses	Response Ratio
Extremely unlikely 1.		149	15%
Somewhat unlikely 2.		126	13%
Neutral/don't know 3.		108	11%
Somewhat likely 4.		321	33%
Extremely likely 5.		251	26%
Does not apply to my position 6.		8	1%
<b>Total</b>		963	100%





### Governance (Questions 21-26)

Your opinions about how a certification process might be administered

21. If a usability certification program is implemented, who should govern it?

		Number of Responses	Response Ratio
The Usability Professionals' Association		201	21%
An independent consortium with representatives from UPA, other professional organizations, and other stakeholders		444	46%
Don't know		226	24%
<a href="#">VIEW</a> Other (please specify)		86	9%
<b>Total</b>		957	100%


How important is the involvement of the UPA (Usability Professionals' Association) in **developing, administering and conducting** usability professional certification?

		Number of Responses	Response Ratio
Very unimportant 1.		40	4%
Not important 2.		49	5%
Neutral/don't know 3.		283	30%
Important 4.		386	41%
Very important 5.		192	20%
<b>Total</b>		950	100%

23. Please explain your answer about the involvement of the UPA.

[VIEW](#) 459 Responses

How useful would it be to certify usability **training courses** that could contribute to eligibility for certification?

		Number of Responses	Response Ratio
Very unimportant 1.		47	5%

Not important 2.		57	6%
Neutral/don't know 3.		178	19%
Important 4.		462	49%
Very important 5.		207	22%
<b>Total</b>		951	100%

25. Certified usability professionals should be required to renew their certification periodically by demonstrating maintenance of competencies.

		Number of Responses	Response Ratio
Strongly disagree 1.		92	10%
Disagree 2.		173	18%
Neutral/don't know 3.		248	26%
Agree 4.		373	39%
Strongly agree 5.		65	7%
<b>Total</b>		951	100%

26. Please explain your answer about certification renewal.

[VIEW](#) 453 Responses

**Costs (Questions 27-29)**

27. What is the maximum that you would pay to be certified (in US\$)?

[VIEW](#) 822 Responses

28. If you were certified, who would most likely pay for your certification?

		Number of Responses	Response Ratio
Myself 1.		428	45%
My employer 2.		332	35%
Don't know 3.		144	15%
Not applicable 4.		42	4%
<b>Total</b>		946	100%

29. Is there anything else you'd like to tell us?

[VIEW](#) 307 Responses

**Thank you**

Thank you for participating in this survey. Your responses are very important.

**Become a Zoomerang Member!**  
 • Quickly create and deploy professional surveys



- Get results in real-time!  
Make better decisions faster
- See the [Quick Tour](#) for more details



General questions or comments? [Click Here](#) to contact us.

Copyright ©1999-2002 [MarketTools, Inc.](#) All Rights Reserved.  
No portion of this site may be copied without the express written consent of MarketTools, Inc. [Trademark Notice](#)