Usability Checklist

Cambria Solutions

<Project>

<Sprint or Iteration>

Platform	Individual Assignments
Explorer	
Chrome	
Firefox	
Safari	
iPad	
Android Phone	
iPhone	

Usability Checklist

<Project>
<Sprint or Iteration>
Date: <MM/DD/YYYY>
Time: <Hour:Minute:AM/PM>
Platform Version: <Name of Platform>
Tester: <Name of Tester>

Cambria
Solutions

Testing Area	Performance	Comments
Please use the following testing areas in conjunction with planned wireframes to complete the usability testing review.	Please enter a performance rating for each testing area.	Please provide an explanation or any relevant information for the assigned performance score, such as a description of the issues found; enhancements or changes that can be made.
USER FEATURES		
1 Relevant User Story		
2 Relevant User Story		
3 Relevant User Story		
4 Relevant User Story		
5 Relevant User Story		
6 Relevant User Story		
STARTING PAGE		
7 The starting page provides a clear snapshot and overview of the content, features and functionality available.		

8	The starting page is effective in orienting and directing users to their desired information and tasks.		
9	The starting page layout is clear and uncluttered.		

NAVIGATION

10	Users can easily access the site or application (e.g. the URL is predictable and is returned by search engines).		
11	The navigational menu is easy to find, intuitive and consistent.		
12	The navigation has sufficient flexibility to allow users to navigate by their desired means (e.g. searching, browse by type, browse by name, most recent etc…).		
13	The site or application structure is clear, easily understood and addresses common user goals.		
14	Links are clear, descriptive and and well labelled.		
15	Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported.		
16	The current location is clearly indicated (e.g. highlighted menu item).		
17	Users can easily get back to the homepage or a relevant start point.		
18	A clear and well structure site map or index is provided (where necessary).		

SEARCH

19	A consitent, easy to find and easy to use search function is available throughout all pages.		
20	The search interface is appropriate to meet user goals (e.g. locational search).		
21	Search results are relevant, comprehensive, precise, and well displayed.		

FEEDBACK

22	Prompt and appropriate feedback is given (e.g. following a successful or unsuccessful action).		
23	Users can easily undo, go back and change or cancel actions; or are at least given the chance to confirm an action before commiting (e.g. before placing an order).		
24	Users can easily give feedback (e.g. via email or an online feedback / contact us form).		

ERRORS

25	Errors are clear and identifiable.		
26	Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary.		
27	Users are able to easily recover (i.e. not have to start again) from errors.		

CONTENT

28	Content available (e.g. provider information) is appropriate and sufficiently relevant, and detailed to meet user goals.		

29	Links to other useful and relevant content (e.g. related pages or external websites) are available and shown in context.		
30	Language, terminology and tone used is appropriate and readily understood by the target audience.		
31	Terms, language and tone used are consitent (e.g. the same term is used throughout).		
32	Text and content is legible and scanable, with good typography and visual contrast.		

PERFORMANCE

33	Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).		
34	Errors and reliabilty issues don't inhibit the user experience.		

ADDITIONAL COMMENTS

RECOMMENDED FEATURES

Usability Checklist

<Project>
<Sprint or Iteration>
Date: <MM/DD/YYYY>
Time: <Hour:Minute:AM/PM>
Platform Version: <Name of Platform>
Tester: <Name of Tester>

Cambria Solutions

Testing Area	Performance	Comments
Please use the following testing areas in conjunction with planned wireframes to complete the usability testing review.	Please enter a performance rating for each testing area.	Please provide an explanation or any relevant information for the assigned performance score, such as a description of the issues found; enhancements or changes that can be made.
USER FEATURES		
1 Relevant User Story		
2 Relevant User Story		
3 Relevant User Story		
4 Relevant User Story		
5 Relevant User Story		
6 Relevant User Story		
STARTING PAGE		
7 The starting page provides a clear snapshot and overview of the content, features and functionality available.		

8	The starting page is effective in orienting and directing users to their desired information and tasks.		
9	The starting page layout is clear and uncluttered.		

NAVIGATION

10	Users can easily access the site or application (e.g. the URL is predictable and is returned by search engines).		
11	The navigational menu is easy to find, intuitive and consistent.		
12	The navigation has sufficient flexibility to allow users to navigate by their desired means (e.g. searching, browse by type, browse by name, most recent etc…).		
13	The site or application structure is clear, easily understood and addresses common user goals.		
14	Links are clear, descriptive and and well labelled.		
15	Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported.		
16	The current location is clearly indicated (e.g. highlighted menu item).		
17	Users can easily get back to the homepage or a relevant start point.		
18	A clear and well structure site map or index is provided (where necessary).		

SEARCH

19	A consitent, easy to find and easy to use search function is available throughout all pages.		
20	The search interface is appropriate to meet user goals (e.g. locational search).		
21	Search results are relevant, comprehensive, precise, and well displayed.		
FEEDBACK			
22	Prompt and appropriate feedback is given (e.g. following a successful or unsuccessful action).		
23	Users can easily undo, go back and change or cancel actions; or are at least given the chance to confirm an action before commiting (e.g. before placing an order).		
24	Users can easily give feedback (e.g. via email or an online feedback / contact us form).		
ERRORS			
25	Errors are clear and identifiable.		
26	Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary.		
27	Users are able to easily recover (i.e. not have to start again) from errors.		
CONTENT			
28	Content available (e.g. provider information) is appropriate and sufficiently relevant, and detailed to meet user goals.		

29	Links to other useful and relevant content (e.g. related pages or external websites) are available and shown in context.		
30	Language, terminology and tone used is appropriate and readily understood by the target audience.		
31	Terms, language and tone used are consitent (e.g. the same term is used throughout).		
32	Text and content is legible and scanable, with good typography and visual contrast.		

PERFORMANCE

33	Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).		
34	Errors and reliabilty issues don't inhibit the user experience.		

ADDITIONAL COMMENTS

RECOMMENDED FEATURES

Usability Checklist

<Project>
<Sprint or Iteration>
Date: <MM/DD/YYYY>
Time: <Hour:Minute:AM/PM>
Platform Version: <Name of Platform>
Tester: <Name of Tester>

Cambria
Solutions

Testing Area	Performance	Comments
Please use the following testing areas in conjunction with planned wireframes to complete the usability testing review.	Please enter a performance rating for each testing area.	Please provide an explanation or any relevant information for the assigned performance score, such as a description of the issues found; enhancements or changes that can be made.
USER FEATURES		
1 Relevant User Story		
2 Relevant User Story		
3 Relevant User Story		
4 Relevant User Story		
5 Relevant User Story		
6 Relevant User Story		
STARTING PAGE		
7 The starting page provides a clear snapshot and overview of the content, features and functionality available.		

8	The starting page is effective in orienting and directing users to their desired information and tasks.		
9	The starting page layout is clear and uncluttered.		

NAVIGATION

10	Users can easily access the site or application (e.g. the URL is predictable and is returned by search engines).		
11	The navigational menu is easy to find, intuitive and consistent.		
12	The navigation has sufficient flexibility to allow users to navigate by their desired means (e.g. searching, browse by type, browse by name, most recent etc…).		
13	The site or application structure is clear, easily understood and addresses common user goals.		
14	Links are clear, descriptive and and well labelled.		
15	Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported.		
16	The current location is clearly indicated (e.g. highlighted menu item).		
17	Users can easily get back to the homepage or a relevant start point.		
18	A clear and well structure site map or index is provided (where necessary).		

SEARCH

19	A consitent, easy to find and easy to use search function is available throughout all pages.		
20	The search interface is appropriate to meet user goals (e.g. locational search).		
21	Search results are relevant, comprehensive, precise, and well displayed.		

FEEDBACK

22	Prompt and appropriate feedback is given (e.g. following a successful or unsuccessful action).		
23	Users can easily undo, go back and change or cancel actions; or are at least given the chance to confirm an action before commiting (e.g. before placing an order).		
24	Users can easily give feedback (e.g. via email or an online feedback / contact us form).		

ERRORS

25	Errors are clear and identifiable.		
26	Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary.		
27	Users are able to easily recover (i.e. not have to start again) from errors.		

CONTENT

28	Content available (e.g. provider information) is appropriate and sufficiently relevant, and detailed to meet user goals.		

29	Links to other useful and relevant content (e.g. related pages or external websites) are available and shown in context.		
30	Language, terminology and tone used is appropriate and readily understood by the target audience.		
31	Terms, language and tone used are consitent (e.g. the same term is used throughout).		
32	Text and content is legible and scanable, with good typography and visual contrast.		

PERFORMANCE

33	Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).		
34	Errors and reliabilty issues don't inhibit the user experience.		

ADDITIONAL COMMENTS

RECOMMENDED FEATURES

Usability Checklist

<Project>
<Sprint or Iteration>
Date: <MM/DD/YYYY>
Time: <Hour:Minute:AM/PM>
Platform Version: <Name of Platform>
Tester: <Name of Tester>

Cambria Solutions

Testing Area	Performance	Comments
Please use the following testing areas in conjunction with planned wireframes to complete the usability testing review.	Please enter a performance rating for each testing area.	Please provide an explanation or any relevant information for the assigned performance score, such as a description of the issues found; enhancements or changes that can be made.
USER FEATURES		
1 Relevant User Story		
2 Relevant User Story		
3 Relevant User Story		
4 Relevant User Story		
5 Relevant User Story		
6 Relevant User Story		
STARTING PAGE		
7 The starting page provides a clear snapshot and overview of the content, features and functionality available.		

8	The starting page is effective in orienting and directing users to their desired information and tasks.		
9	The starting page layout is clear and uncluttered.		

NAVIGATION

10	Users can easily access the site or application (e.g. the URL is predictable and is returned by search engines).		
11	The navigational menu is easy to find, intuitive and consistent.		
12	The navigation has sufficient flexibility to allow users to navigate by their desired means (e.g. searching, browse by type, browse by name, most recent etc…).		
13	The site or application structure is clear, easily understood and addresses common user goals.		
14	Links are clear, descriptive and and well labelled.		
15	Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported.		
16	The current location is clearly indicated (e.g. highlighted menu item).		
17	Users can easily get back to the homepage or a relevant start point.		
18	A clear and well structure site map or index is provided (where necessary).		

SEARCH

19	A consitent, easy to find and easy to use search function is available throughout all pages.		
20	The search interface is appropriate to meet user goals (e.g. locational search).		
21	Search results are relevant, comprehensive, precise, and well displayed.		

FEEDBACK

22	Prompt and appropriate feedback is given (e.g. following a successful or unsuccessful action).		
23	Users can easily undo, go back and change or cancel actions; or are at least given the chance to confirm an action before commiting (e.g. before placing an order).		
24	Users can easily give feedback (e.g. via email or an online feedback / contact us form).		

ERRORS

25	Errors are clear and identifiable.		
26	Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary.		
27	Users are able to easily recover (i.e. not have to start again) from errors.		

CONTENT

28	Content available (e.g. provider information) is appropriate and sufficiently relevant, and detailed to meet user goals.		

29	Links to other useful and relevant content (e.g. related pages or external websites) are available and shown in context.		
30	Language, terminology and tone used is appropriate and readily understood by the target audience.		
31	Terms, language and tone used are consitent (e.g. the same term is used throughout).		
32	Text and content is legible and scanable, with good typography and visual contrast.		

PERFORMANCE

33	Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).		
34	Errors and reliabilty issues don't inhibit the user experience.		

ADDITIONAL COMMENTS

RECOMMENDED FEATURES

Usability Checklist

<Project>
<Sprint or Iteration>
Date: <MM/DD/YYYY>
Time: <Hour:Minute:AM/PM>
Platform Version: <Name of Platform>
Tester: <Name of Tester>

Cambria Solutions

Testing Area	Performance	Comments
Please use the following testing areas in conjunction with planned wireframes to complete the usability testing review.	Please enter a performance rating for each testing area.	Please provide an explanation or any relevant information for the assigned performance score, such as a description of the issues found; enhancements or changes that can be made.
USER FEATURES		
1 Relevant User Story		
2 Relevant User Story		
3 Relevant User Story		
4 Relevant User Story		
5 Relevant User Story		
6 Relevant User Story		
STARTING PAGE		
7 The starting page provides a clear snapshot and overview of the content, features and functionality available.		

8	The starting page is effective in orienting and directing users to their desired information and tasks.		
9	The starting page layout is clear and uncluttered.		

NAVIGATION

10	Users can easily access the site or application (e.g. the URL is predictable and is returned by search engines).		
11	The navigational menu is easy to find, intuitive and consistent.		
12	The navigation has sufficient flexibility to allow users to navigate by their desired means (e.g. searching, browse by type, browse by name, most recent etc…).		
13	The site or application structure is clear, easily understood and addresses common user goals.		
14	Links are clear, descriptive and and well labelled.		
15	Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported.		
16	The current location is clearly indicated (e.g. highlighted menu item).		
17	Users can easily get back to the homepage or a relevant start point.		
18	A clear and well structure site map or index is provided (where necessary).		

SEARCH

19	A consitent, easy to find and easy to use search function is available throughout all pages.		
20	The search interface is appropriate to meet user goals (e.g. locational search).		
21	Search results are relevant, comprehensive, precise, and well displayed.		

FEEDBACK

22	Prompt and appropriate feedback is given (e.g. following a successful or unsuccessful action).		
23	Users can easily undo, go back and change or cancel actions; or are at least given the chance to confirm an action before commiting (e.g. before placing an order).		
24	Users can easily give feedback (e.g. via email or an online feedback / contact us form).		

ERRORS

25	Errors are clear and identifiable.		
26	Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary.		
27	Users are able to easily recover (i.e. not have to start again) from errors.		

CONTENT

28	Content available (e.g. provider information) is appropriate and sufficiently relevant, and detailed to meet user goals.		

29	Links to other useful and relevant content (e.g. related pages or external websites) are available and shown in context.		
30	Language, terminology and tone used is appropriate and readily understood by the target audience.		
31	Terms, language and tone used are consitent (e.g. the same term is used throughout).		
32	Text and content is legible and scanable, with good typography and visual contrast.		

PERFORMANCE

33	Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).		
34	Errors and reliabilty issues don't inhibit the user experience.		

ADDITIONAL COMMENTS

RECOMMENDED FEATURES

Usability Checklist

<Project>
<Sprint or Iteration>
Date: <MM/DD/YYYY>
Time: <Hour:Minute:AM/PM>
Platform Version: <Name of Platform>
Tester: <Name of Tester>

Cambria
Solutions

Testing Area	Performance	Comments
Please use the following testing areas in conjunction with planned wireframes to complete the usability testing review.	Please enter a performance rating for each testing area.	Please provide an explanation or any relevant information for the assigned performance score, such as a description of the issues found; enhancements or changes that can be made.
USER FEATURES		
1 Relevant User Story		
2 Relevant User Story		
3 Relevant User Story		
4 Relevant User Story		
5 Relevant User Story		
6 Relevant User Story		
STARTING PAGE		
7 The starting page provides a clear snapshot and overview of the content, features and functionality available.		

8	The starting page is effective in orienting and directing users to their desired information and tasks.		
9	The starting page layout is clear and uncluttered.		

NAVIGATION

10	Users can easily access the site or application (e.g. the URL is predictable and is returned by search engines).		
11	The navigational menu is easy to find, intuitive and consistent.		
12	The navigation has sufficient flexibility to allow users to navigate by their desired means (e.g. searching, browse by type, browse by name, most recent etc…).		
13	The site or application structure is clear, easily understood and addresses common user goals.		
14	Links are clear, descriptive and and well labelled.		
15	Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported.		
16	The current location is clearly indicated (e.g. highlighted menu item).		
17	Users can easily get back to the homepage or a relevant start point.		
18	A clear and well structure site map or index is provided (where necessary).		

SEARCH

19	A consitent, easy to find and easy to use search function is available throughout all pages.		
20	The search interface is appropriate to meet user goals (e.g. locational search).		
21	Search results are relevant, comprehensive, precise, and well displayed.		

FEEDBACK

22	Prompt and appropriate feedback is given (e.g. following a successful or unsuccessful action).		
23	Users can easily undo, go back and change or cancel actions; or are at least given the chance to confirm an action before commiting (e.g. before placing an order).		
24	Users can easily give feedback (e.g. via email or an online feedback / contact us form).		

ERRORS

25	Errors are clear and identifiable.		
26	Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary.		
27	Users are able to easily recover (i.e. not have to start again) from errors.		

CONTENT

28	Content available (e.g. provider information) is appropriate and sufficiently relevant, and detailed to meet user goals.		

29	Links to other useful and relevant content (e.g. related pages or external websites) are available and shown in context.		
30	Language, terminology and tone used is appropriate and readily understood by the target audience.		
31	Terms, language and tone used are consitent (e.g. the same term is used throughout).		
32	Text and content is legible and scanable, with good typography and visual contrast.		

PERFORMANCE

33	Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).		
34	Errors and reliabilty issues don't inhibit the user experience.		

ADDITIONAL COMMENTS

RECOMMENDED FEATURES

Usability Checklist

<Project>
<Sprint or Iteration>
Date: <MM/DD/YYYY>
Time: <Hour:Minute:AM/PM>
Platform Version: <Name of Platform>
Tester: <Name of Tester>

Cambria
Solutions

Testing Area	Performance	Comments
Please use the following testing areas in conjunction with planned wireframes to complete the usability testing review.	Please enter a performance rating for each testing area.	Please provide an explanation or any relevant information for the assigned performance score, such as a description of the issues found; enhancements or changes that can be made.
USER FEATURES		
1 Relevant User Story		
2 Relevant User Story		
3 Relevant User Story		
4 Relevant User Story		
5 Relevant User Story		
6 Relevant User Story		
STARTING PAGE		
7 The starting page provides a clear snapshot and overview of the content, features and functionality available.		

8	The starting page is effective in orienting and directing users to their desired information and tasks.		
9	The starting page layout is clear and uncluttered.		

NAVIGATION

10	Users can easily access the site or application (e.g. the URL is predictable and is returned by search engines).		
11	The navigational menu is easy to find, intuitive and consistent.		
12	The navigation has sufficient flexibility to allow users to navigate by their desired means (e.g. searching, browse by type, browse by name, most recent etc…).		
13	The site or application structure is clear, easily understood and addresses common user goals.		
14	Links are clear, descriptive and and well labelled.		
15	Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported.		
16	The current location is clearly indicated (e.g. highlighted menu item).		
17	Users can easily get back to the homepage or a relevant start point.		
18	A clear and well structure site map or index is provided (where necessary).		

SEARCH

19	A consitent, easy to find and easy to use search function is available throughout all pages.		
20	The search interface is appropriate to meet user goals (e.g. locational search).		
21	Search results are relevant, comprehensive, precise, and well displayed.		

FEEDBACK

22	Prompt and appropriate feedback is given (e.g. following a successful or unsuccessful action).		
23	Users can easily undo, go back and change or cancel actions; or are at least given the chance to confirm an action before commiting (e.g. before placing an order).		
24	Users can easily give feedback (e.g. via email or an online feedback / contact us form).		

ERRORS

25	Errors are clear and identifiable.		
26	Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary.		
27	Users are able to easily recover (i.e. not have to start again) from errors.		

CONTENT

28	Content available (e.g. provider information) is appropriate and sufficiently relevant, and detailed to meet user goals.		

29	Links to other useful and relevant content (e.g. related pages or external websites) are available and shown in context.		
30	Language, terminology and tone used is appropriate and readily understood by the target audience.		
31	Terms, language and tone used are consitent (e.g. the same term is used throughout).		
32	Text and content is legible and scanable, with good typography and visual contrast.		

PERFORMANCE

33	Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).		
34	Errors and reliabilty issues don't inhibit the user experience.		

ADDITIONAL COMMENTS

RECOMMENDED FEATURES