# Report Template: Usability Test [Short/ Informal]

Date of Report: [Month Day, Year]

Date of Test: [Month Day, Year]

Location of Test: [City, State]

Prepared for: [Name]

Phone Number: [XXX-XXX-XXXX]

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Prepared by: [Name]

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## Executive Summary

NOTE: This section describes the main goal and rationale of the study. Briefly describe the scenarios that participants completed, how the sessions were conducted, and how many participants took part in the study. This section should also discuss overall trends, such as whether or not participants were able to complete all the tasks. Data should be reported as both a number of completed scenarios as well as a percentage. Is there is a reason why tasks were completed or not? Be sure to give an overall impression (theme) about what the reader will encounter in the report.

## Methodology

### Who we tested

[Eight] participants, having the following characteristics, evaluated [product name].

*NOTE: Add or delete main categories as needed. Refer to screener for main demographic information.*

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Audience Type**   |  |  | | --- | --- | | User Profile 1 | 2 | | User Profile 2 | 4 | | User Profile 3 | 2 | | **TOTAL (participants)** | **8** | | **Computer Usage**   |  |  | | --- | --- | | 0 to 10 hrs. wk. | 2 | | 11 to 25 hrs. wk. | 4 | | 26+ hrs. wk. | 2 | | **TOTAL (participants)** | **8** | |
| **Age**   |  |  | | --- | --- | | 18-25 | 2 | | 26-39 | 2 | | 40-59 | 2 | | 60-74 | 2 | | **TOTAL (participants)** | **8** | | **Gender**   |  |  | | --- | --- | | Women | 4 | | Men | 4 | | **TOTAL (participants)** | **8** | |

### What participants did

NOTE: State about how long participants met with the study facilitator and how many tasks they completed. Describe anything else that participants did, such as filling out questionnaires.

### What data we collected

NOTE: Describe the data collected, including paths selected, task completion rates, and verbal feedback. Describe any other data that were collected, such as time on task or satisfaction ratings.

## Major findings and recommendations

## List major issues – Use the bullet format to enable quick scanning.

## Identify solutions – Spot issues and trends via user testing and then make recommendations.

NOTE: Readers should be able to use this section to get a good grasp of what the issues are and what possible solutions exist. It is not a list of every single problem, but an overview of the major stumbling blocks identified during testing.

## Detailed findings and recommendations

### Introductory Questions & Tasks

## NOTE: List the question followed by the summaries of responses. If you ask participants to define their expectations for a set of labels, it may be useful to put them in a table so they can be compared. Following are two examples.

*Sample 1. Summary of introductory questions*

|  |  |
| --- | --- |
| Sample Questions | Sample Responses |
| Have you heard of [site]? | None of the participants had been to or heard of the site. |
| Just from looking at this site, what kinds of information do you think you could get from this site? Please be specific. | All participants correctly defined the purpose of the site. Participants used phrases from major headers and labels to describe the information on the site. |
| Who do you think this site is designed for? Why? | Participants correctly identified general public. One person suggested doctors and nurses. |
| Who manages this site? | One participant identified the sponsor from the masthead. |

*Sample 2. Label expectations by participant*

|  |  |  |  |
| --- | --- | --- | --- |
| Participant No. | What’s New | News | Resources |
| 1 | New on the site | Press releases | Web sites |
| 2 | New books | Headlines | Books, articles |

### Scenario 1 - Exercise/Sports; Fitness

*You’ve heard that many people get injured due to bike accidents. You want to know if wearing a bike helmet will reduce your chance of injury. Where would you look for this information?*

|  |  |
| --- | --- |
| Number of participants | X |
| Percent successful | XX% |

|  |  |
| --- | --- |
| Sample Findings | Sample Recommendations |
| X participants completed the task with ease (score of “2”) by finding the [target].  X participants needed prompting or had significant difficult completing the task (score of “1”)  X participants did not complete the task (score of “0”).  X participants found the [target] via [path]. | State each separate recommendation in the form of an action item.  List as many as needed to resolve the issue, keeping in mind how the recommendations affect the site or application as a whole. |

### Scenario 2 – Diseases & Conditions

*You want to create a diabetes education program at your organization to increase awareness about what diabetes is and how to prevent it. Where would you get this information?*

|  |  |
| --- | --- |
| Number of participants | X |
| Percent successful | XX% |

|  |  |
| --- | --- |
| Sample Findings | Sample Recommendations |
| X participants completed the task with ease (score of “2”) by finding the [target].  X participants needed prompting or had significant difficult completing the task (score of “1”)  X participants did not complete the task (score of “0”).  X participants found the [target] via [path]. | State each separate recommendation in the form of an action item.  List as many as needed to resolve the issue, keeping in mind how the recommendations affect the site or application as a whole. |

### Scenario 3 – Self-Directed Activity

*Now, we’d like to hear about how you might use this site. Please identify an item that you would be interested in finding on this site. Please state your question and then search for the answer. Let me know when you’ve found the information. [Outline the tasks that participants described and their success in attempting those tasks.]*

|  |  |
| --- | --- |
| Number of participants | X |
| Percent successful | XX% |

|  |  |
| --- | --- |
| Sample Findings | Sample Recommendations |
| X participants completed the task with ease (score of “2”) by finding the [target].  X participants needed prompting or had significant difficult completing the task (score of “1”)  X participants did not complete the task (score of “0”).  X participants found the [target] via [path]. | State each separate recommendation in the form of an action item.  List as many as needed to resolve the issue, keeping in mind how the recommendations affect the site or application as a whole. |

### Exit Questions/User Impressions

## NOTE: It may be useful to put responses in a table, especially if you want to list all participant responses rather than an overall summary. Following are two examples.

*Sample 1. Summary of user impressions*

|  |  |
| --- | --- |
| Sample Questions | Sample Responses |
| What is your overall impression to [site]? | Participants liked being able to find health info. |
| What is your impression of the search capability? | Search worked well, efficiently. Seemed to have the most relevant information at the top. |
| Do you feel this site is current? Why? | The site is current because the information is dated with information from the past couple of days. |
| What did you like best about the site? | 1) Resources 2) Articles 3) Health tips |
| What did you like least about the site? | 1) No way to share info 2) Everything in PDF 3) Not enough pictures (images, charts, graphs) |
| If you were the website developer, what would be the first thing you would do to improve the website? | 1) “Email a friend” 2) FAQs |
| Is there anything that you feel is missing on this site? | 1) “Email a friend” 2) FAQs |
| If you were to describe this site to a colleague in a sentence or two, what would you say? | It’s a useful site with a lot of good information. |
| Do you have any other final comments or questions? | Needs more pictures and color. |

*Sample 2. User impressions by participant*

|  |  |  |  |
| --- | --- | --- | --- |
| Participant No. | Like best? | Like least? | Improvements |
| 1 | Search | Registration | Add more color |
| 2 | A-Z index | Pop-ups | Clickable charts |