**Introduction:**

In general, usability tests are used to help identify areas of a product that are particularly difficult to use or are confusing to users in any way. In your case, the Saltgrass website is designed to provide users with necessary information regarding menu items, call ahead information, potential career options, and many other pieces of information as quickly and efficiently as possible. As we discussed with you in are original memo, we outlined that the benefits of performing a usability test for your website, as well as gave some specific areas of your site that we deemed of critical importance for the average user to test. Looking back at said memo, we also defined who your key users were: families/parents wanting to dine at Saltgrass, and students/adults looking to apply for a position at Saltgrass.

For our usability test, we decided to choose two students as they are easier to recruit for testing, and tend to have a much more flexible schedule, thus helping reduce overall recruitment costs and allowing you to find a time that fits your schedule easily.

Going into the usability test, we anticipated users having difficulties finding the menu for a specific Saltgrass location, having difficulties finding specific information regarding applying for a position at a particular Saltgrass location, and finally have difficulty reading the small links on the Locations page as well as the links embedded in the paragraphs within the Career’s site.

Overall, we allotted the 30 minutes for each usability test. Additionally, we implemented 2 main methodologies for eliciting feedback from each user: promoting thinking aloud as they carried out designated tasks, as well as drawing out the expected path through your website before carrying out designated tasks. Both of these methods were used in hopes of gaining not only an overall picture of the thought processes of the users, but also a visual representation of said thought processes, as well as areas where the expected path to achieving a designated task outlined in the usability test deviated from what each user expected.

**Discussion:**