**WSD ACW1 SP4 – Usability Testing Session**

**General Feedback from previous years (what they got right/wrong)**

Overall most groups did a very good job of preparing and running their first usability testing session. One or two groups had clearly not prepared enough. Here are some general comments that relate to some or all group performances.

1. Who is leading the session? One session was led by a student, who was very confident, but they had not been attending – they didn’t really understand what the session was about. You need to be engaged and prepare well for this to be successful.
2. Introductions – some were excellent; in a few cases they were non-existent. Only one group introduced the group members.
3. Most groups failed to set the context – What is this site for? Who is it aimed at?
4. The better groups explained that 'this is a work in progress'. Some groups did not explain the missing content or minimal design.
5. Groups presented the consent form for the user to sign.
6. The better groups settled the user into the situation, explaining that it wasn't them being tested; that any feedback, good or bad would be useful. Some groups missed out this and dived into the tasks.
7. Tasks or questions? Are you asking them something or asking them to do something?
8. Talk aloud – many groups did not explain this. These groups therefore suffered a tester (unless they were lucky) who clicked away and revealed nothing.
9. Some groups left the user sitting there reading. The tasks should include something like 'I would like you to click through to find…'.
10. The better groups managed to engage the user, making them feel comfortable, getting more from them. Some sessions were very brief, with no attempt to extend the session by drawing out more on various points raised.
11. Most tasks were relevant, sensible and tested the site. Some groups had extra tasks to test in more detail. One or two groups had errors in their site that meant the task asked was impossible.
12. It was obvious for a number of groups that there were some serious errors with their site that need to be addressed. Even the best sites had questions raised during the testing.
13. Extra tasks. The session is often over quickly. The better groups prepare some extra tasks to best make use of the session.
14. All groups had exit surveys. Did they provide some additional feedback? Whilst some groups asked if there was anything else they would comment on, one group had some additional questions. This included 3 best, 3 worst features, 1 thing that they would change/fix.
15. Say ‘thank you’ – some groups forgot to thank their test participant.