

1. As a project manager you want to run a usability test to get a consumer's viewpoint on your product, what can be improved and what doesn't need to be changed are 2 examples of things that you can get important insight into from doing a usability test
2. I would change around some of the questions or more than likely add more post test questions to get their thoughts about
3. Finding information that was not openly stated or not on the website to being with, such as forms to fill out for a repair or finding the link to their social media
4. The easiest thing for the user was going to the home screen again
5. It was nice interacting with the people doing the usability testing and getting to hear their thoughts about the website. The thing I would like to see changed is more time or clearer instructions about the project and what is expected.