# Usability Testing

## Krug

Top three usability problems

After each test session, list the three most serious usability problems you noticed.

Participant #1

1.

2.

3.

## Usability.gov

### 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.*

*Write the participant’s question:*

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| Pathway(s) | Success  (Circle 1) | Notes/Observations |
| --- | --- | --- |
| n/a | 0  Not completed  1  Completed with difficulty or help  2  Easily completed | (Note why was the user successful or not successful, e.g., wrong pathways, confusing page layout, navigation issues, terminology) |

[You may wish to add another 7-10 scenarios.]

## Exit Questions/User Impressions

[You may wish to customize this section for general questions about your site]

* What is your overall impression to [site]?
* What is your impression of the search capability?
* Do you feel this site is current? Why?
* What did you like best about the site?
* What did you like least about the site?
* If you were the website developer, what would be the first thing you would do to improve the website?
* Is there anything that you feel is missing on this site? *(Probe: content or site features/functions)*
* If you were to describe this site to a colleague in a sentence or two, what would you say?
* Do you have any other final comments or questions?