|  |  |
| --- | --- |
| Level Access logo. | [Date]  [Client if applicable]  [Version if applicable] |

[Project Name]  
Use Case Results

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# Executive Summary

## Significant Issues

This document will outline the most significant, widespread high severity problems that were encountered during testing. Any given problem may have occurred on some, most, or all the use cases, or it may have occurred on a single use case (but was of sufficiently high severity to be noted here).

[Assistive Technology 1] Overall Rating:

* [First highlighted issue]
* [Second highlighted issue]
* [Third highlighted issue]

[If necessary – otherwise remove this line and the additional assistive technologies]  
[Assistive Technology 2] Overall Rating:

* [First highlighted issue]
* [Second highlighted issue]
* [Third highlighted issue]

[Assistive Technology 3] Overall Rating:

* [First highlighted issue]
* [Second highlighted issue]
* [Third highlighted issue]

## Testing and Scoring Key

Each Use Case is tested as a "Success Case" according to the specified steps. In some cases, "Extensions" are also performed inline that are peripheral to the execution of the use case. A typical example of an Extension is to instruct the tester to deliberately submit invalid data in a form to test the accessibility of its error handling. Every effort is made to achieve success, but minor, major, or "fatal" accessibility problems can occur at any point, which are noted in the "Issues" column next to the step where the problem(s)occurred.

At the end of each use case, its success or failure is scored on a 5-point scale, where "5" indicates complete success and "1" indicates complete failure (see below for a further explanation of "stoppers"). The following chart is an explanation of all five possible scores. After the entire set of Use Cases have been performed with that Assistive Technology, the tester then assigns an overall score and assembles a list of the most significant problems encountered across all Use Cases. The overall score and comments are detailed in the Significant Issues section of this report.

If, during use case testing, the tester encounters any "stoppers"- problems that are deemed to be so severe that they effectively prevent the completion of the use case - the Use Case is automatically given a score of 1,"Complete Failure." However, to ensure that the entire use case is performed, testers are generally instructed to artificially get past the point(s) of failure, such as by getting the assistance of a non-disabled colleague. This explains why there may be problems noted in use case steps past a "stopper."

|  |  |  |
| --- | --- | --- |
| Score | Title | Definition |
| 5 | **Pass** with no accessibility problems | The use case is a complete success. No accessibility problems are found to hinder its completion. |
| 4 | **Pass** with recommended optimizations | The use case is readily completed, but a slight modification would make it easier or more reliably accessible. |
| 3 | **Pass** with minor accessibility problems | One or more minor accessibility problems makes completion of the use case more challenging than it should be. |
| 2 | **Fail** with major accessibility problems | One or more major accessibility problems that would hinder people with disabilities’ ability to complete the use case. |
| 1 | **Fail** with severe accessibility problems | The use case cannot be completed due to one or more major accessibility problems. |

## Detailed Use Case Results - [Use Case Title 1]

Assistive technology: [NVDA]

Goal: [Enter the goal for this use case]  
Operator: {Tester’s Name]  
Start Location: [URL or Screen Name]  
Operating System: [Windows & Chrome | iOS & Safari or iOS App | Android & Chrome or Android App]  
Application: [Application Name]

|  |  |  |  |
| --- | --- | --- | --- |
| Step | Testing Step | Results | Issues Encountered |
| 1 | [Define the step] | [Provide results for step 1] | [Provide feedback for step 1] |
| 2 | [Define the step] | [Provide results for step 2] | [Provide feedback for step 2] |
| 3 | [Define the step] | [Provide results for step 3] | [Provide feedback for step 3] |
| 4 | [Define the step] | [Provide results for step 4] | [Provide feedback for step 4] |
| 5 | [Define the step] | [Provide results for step 5] | [Provide feedback for step 5] |

Score: [Numerical Score of 5] – [Score Title]  
Problem Summary: [Summarized version of feedback]

[Visual feedback versions – remove this line and the unused before delivery (and other options)]

## Detailed Use Case Results - [Use Case Title 2]

Assistive technology: [NVDA]  
Score: [Numerical Score of 5] – [Score Title]

Goal: [Enter the goal for this use case]  
Operator: {Tester’s Name]  
Start Location: [URL or Screen Name]  
Operating System: [Windows & Chrome | iOS & Safari or iOS App | Android & Chrome or Android App]  
Application: [Application Name]

|  |  |  |
| --- | --- | --- |
| Step | Testing Step | Issues Encountered |
| 1 | [Define the step] | [Provide feedback for step 1] |
| 2 | [Define the step] | [Provide feedback for step 2] |
| 3 | [Define the step] | [Provide feedback for step 3] |
| 4 | [Define the step] | [Provide feedback for step 4] |
| 5 | [Define the step] | [Provide feedback for step 5] |

Problem Summary: [Summarized version of feedback]

[Visual feedback versions – remove this line and the unused before delivery]