A 'Usability Review' is an one-on-one process that is done with a Phourus User and a Phourus Employee using Skype screen-share, which allows a Skype user to share their screen with somebody else.

Objectives
There are several objectives of the Usability Review:
1. Understand the user's thought process and how they use the site
2. Identify areas of the application that are hard to use or find
3. Get feedback as far as the design, look, feel and layout of the site
4. Get ideas for new features and better ways of doing things
5. Understand the value each section brings to the user
6. Get referrals for other potential users of the site who would be willing to do the review

Process
1. Contact potential user via email using referral, video link, and signup link.
2. Have user sign up and accept agreement
3. Once sign up confirmation is received, schedule 30-minute Usability Review
4. Follow Usability Review format and take detailed notes on printed Template
5. Scan and email to Phourus email with "Usability Review: {name}" as subject with scanned copy as attachment
6. Follow up with participant next day with thank you email

Template

NAME:_____ DATE: _____
REFERRER: _____ INTERVIEWER: _____

1. Direct user to pilot.phourus.com, and explain this is not the live site, only a testing site used specifically for the Usability Review
2. Tell the user there are a handful of operations you would like them to perform while watching how they figure out how to do it. This gives us an idea of how easy and intuitive or difficult and confusing a process is on Phourus.
    a. Browse the site
    b. Register for the site
    c. Login to the site
    d. Create a post
    e. Edit a post
    f. Delete a post
    g. Customize the stream
    h. View a profile
    i. Edit their Profile
3. The next section is about understanding the features of Phourus
    a. Have the user read the description of each section and have them explain what that section does.
    b. Have them rank, on a scale 1-5, how valuable they think the feature is to the community, and how valuable they think it is to them

4. The last section is a general review, and is used to get a general feel of what the user thought of the app
    a. How likely are you to use Phourus on a regular basis?
    b. What did you think of the concept of Phourus?
    c. What did you think of the design of Phourus?
    d. What did you think about the features of Phourus?
    e. What would you change, add or remove?
    f. Do you know anybody else who would be interested in using Phourus as an app, or who would be interested in doing this Usability Review (Referrals)?
    f. Is there anything else you would like to comment on?

5. Thank them graciously and let them know how valuable their feedback is, and tell them you hope they enjoyed the experience and if anything comes to mind please let us know!