**Usability Test Plan Participant Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Scope:** Conduct usability test for the ***Ellensburg Parks and Recreation*** draft website. Testing will cover navigation, user login/registration, scheduling, and payment.

**Goals for user to complete:**

|  |  |  |
| --- | --- | --- |
| Task | Completed – Y/N | Time spent on task |
| Home: Create new user login |  |  |
| Home: Enter current user login |  |  |
| Navigate to pages (home, activities, venues, schedule, contact us) |  |  |
| Contact tab: Fill out and submit contact form |  |  |
| Schedule tab: Select a date in schedule tab – next tab should take you to payment screen |  |  |
| Enter payment information on payment screen |  |  |

What errors did you encounter?

**Description** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Type** Critical Non-critical

**Description** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Type**  Critical Non-critical

**Description** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Type**  Critical Non-critical

**Description** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Type**  Critical Non-critical

**Description** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Type**  Critical Non-critical

**Description** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Type**  Critical Non-critical

**Description** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Type**  Critical Non-critical

Questions:

1. How easy is the website to use?   
   (Very easy, Easy, Difficult, Very difficult)

1. How satisfied are you with the overall experience of this website?   
   (Very satisfied, Satisfied, Dissatisfied, Very dissatisfied)

1. What do you like about the website?
2. What do you dislike about the website?
3. Do you have any recommendations for improvement?