# Usability Test Template

1. **Create a document with the following areas. You will use your document during the usability test next week.**
2. **Goal of the site:**

The Petite Treats website is intended to increase revenue of the bakery business by attract more customers especially young people from 17-35 to their bakery.

# User testing detail:

Name: Cheng Zhang

Phone: 83040388

Age: 35

Employment: Businessman

special interests: Custard Tart

gender: male

# Pre-test questions:

Create three questions to ask your tester prior to the test. These questions should be aimed to gather information regarding your test as a potential user of the site.

How often do you go to bakery?

*Usually, once a week.*

Which features do you use most?

*Special page and navigation bar.*

How satisfied are you with the available workflows?

*Not bad, but not very satisfied.*

# Test tasks and schedule

* + Click Contact us and check information about the organizers and contact information.
  + Click Specials and check any items you want to buy.
  + Click Specials and Sign up the Petite Treats Weekly newsletter
  + Back the Home page

# Post-test debrief:

Come up with 3 questions to ask the user regarding their input about the site

If you could change one thing about the website, what would it be? Why?

*A form that can buy products, so I can actually buy it.*

What one thing are you most excited about with the website? Why?

*The color Theme, it makes me feel comfortable and suit the theme of bakery.*

How likely are you to refer this website? Why or why not?

Yes, if the products is cheap and look delicious.

# Usability Scale

# (1-10)

How easy is it for users to accomplish basic tasks the first time they encounter the design?

**Learnability**: 9

*As he learns the design and the flow of the website, he can use the website and complete any tasks easily.*

Once users have learned the design, how quickly can they perform tasks?

**Efficiency**: 10

*Having no problems go through all the pages and check every features.*

When users return to the design after a period of not using it, how easily can they restablish proficiency?

*The design is simple and easy to use, user remember how to use is easily.*

**Memorability**: 10

How many errors do users make, how severe are these errors, and how easily can they recover from the errors?

**Errors**: 9

*Only one error is made when trying go back to home page.*

How pleasant is it to use the design?

**Satisfaction**: 8

*Good for a small website, big websites give more detail and look nicer.*

**Further Development Suggestions:**

As user mention create a another allow user to purchase our products and pickup at stores.

Create padding above the content to make website look nicer.

Create a home page link in navigation bar.