

Report Template: Usability Test [Short/ Informal]

Date of Report: [Month Day, Year]
 Date of Test: [Month Day, Year]
 Location of Test: [City, State]

 Prepared for: [Name]
 Phone Number: [XXX-XXX-XXXX]
 Email: [\[name@address.gov\]](mailto:name@address.gov)

 Prepared by: [Name]
 Phone Number: [XXX-XXX-XXXX]
 Email: [\[name@address.gov\]](mailto:name@address.gov)

Executive Summary

NOTE: This section describes the main goal and rationale of the study. Briefly describe the scenarios that participants completed, how the sessions were conducted, and how many participants took part in the study. This section should also discuss overall trends, such as whether or not participants were able to complete all the tasks. Data should be reported as both a number of completed scenarios as well as a percentage. Is there is a reason why tasks were completed or not? Be sure to give an overall impression (theme) about what the reader will encounter in the report.

Methodology

Who we tested

[Eight] participants, having the following characteristics, evaluated [product name].

NOTE: Add or delete main categories as needed. Refer to screener for main demographic information.

Audience Type

User Profile 1	2
User Profile 2	4
User Profile 3	2
TOTAL (participants)	8

Age

18-25	2
26-39	2
40-59	2
60-74	2
TOTAL (participants)	8

Computer Usage

0 to 10 hrs. wk.	2
11 to 25 hrs. wk.	4
26+ hrs. wk.	2
TOTAL (participants)	8

Gender

Women	4
Men	4
TOTAL (participants)	8

What participants did

NOTE: State about how long participants met with the study facilitator and how many tasks they completed. Describe anything else that participants did, such as filling out questionnaires.

What data we collected

NOTE: Describe the data collected, including paths selected, task completion rates, and verbal feedback. Describe any other data that were collected, such as time on task or satisfaction ratings.

Major findings and recommendations

- **List major issues** – Use the bullet format to enable quick scanning.
- **Identify solutions** – Spot issues and trends via user testing and then make recommendations.

NOTE: Readers should be able to use this section to get a good grasp of what the issues are and what possible solutions exist. It is not a list of every single problem, but an overview of the major stumbling blocks identified during testing.

Detailed findings and recommendations

Introductory Questions & Tasks

NOTE: List the question followed by the summaries of responses. If you ask participants to define their expectations for a set of labels, it may be useful to put them in a table so they can be compared. Following are two examples.

Sample 1. Summary of introductory questions

Sample Questions	Sample Responses
Have you heard of [site]?	None of the participants had been to or heard of the site.
Just from looking at this site, what kinds of information do you think you could get from this site? Please be specific.	All participants correctly defined the purpose of the site. Participants used phrases from major headers and labels to describe the information on the site.
Who do you think this site is designed for? Why?	Participants correctly identified general public. One person suggested doctors and nurses.
Who manages this site?	One participant identified the sponsor from the masthead.

Sample 2. Label expectations by participant

Participant No.	What's New	News	Resources
1	New on the site	Press releases	Web sites
2	New books	Headlines	Books, articles

Scenario 1 - Exercise/Sports; Fitness

You've heard that many people get injured due to bike accidents. You want to know if wearing a bike helmet will reduce your chance of injury. Where would you look for this information?

Number of participants	X
Percent successful	XX%

Sample Findings	Sample Recommendations
X participants completed the task with ease (score of "2") by finding the [target]. X participants needed prompting or had significant difficulty completing the task (score of "1") X participants did not complete the task (score of "0"). X participants found the [target] via [path].	State each separate recommendation in the form of an action item. List as many as needed to resolve the issue, keeping in mind how the recommendations affect the site or application as a whole.

Scenario 2 – Diseases & Conditions

You want to create a diabetes education program at your organization to increase awareness about what diabetes is and how to prevent it. Where would you get this information?

Number of participants	X
Percent successful	XX%

Sample Findings	Sample Recommendations
X participants completed the task with ease (score of “2”) by finding the [target]. X participants needed prompting or had significant difficulty completing the task (score of “1”). X participants did not complete the task (score of “0”). X participants found the [target] via [path].	State each separate recommendation in the form of an action item. List as many as needed to resolve the issue, keeping in mind how the recommendations affect the site or application as a whole.

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. [Outline the tasks that participants described and their success in attempting those tasks.]

Number of participants	X
Percent successful	XX%

Sample Findings	Sample Recommendations
X participants completed the task with ease (score of "2") by finding the [target]. X participants needed prompting or had significant difficulty completing the task (score of "1") X participants did not complete the task (score of "0"). X participants found the [target] via [path].	State each separate recommendation in the form of an action item. List as many as needed to resolve the issue, keeping in mind how the recommendations affect the site or application as a whole.

Exit Questions/User Impressions

NOTE: It may be useful to put responses in a table, especially if you want to list all participant responses rather than an overall summary. Following are two examples.

Sample 1. Summary of user impressions

Sample Questions	Sample Responses
What is your overall impression to [site]?	Participants liked being able to find health info.
What is your impression of the search capability?	Search worked well, efficiently. Seemed to have the most relevant information at the top.
Do you feel this site is current? Why?	The site is current because the information is dated with information from the past couple of days.
What did you like best about the site?	1) Resources 2) Articles 3) Health tips
What did you like least about the site?	1) No way to share info 2) Everything in PDF 3) Not enough pictures (images, charts, graphs)
If you were the website developer, what would be the first thing you would do to improve the website?	1) "Email a friend" 2) FAQs
Is there anything that you feel is missing on this site?	1) "Email a friend" 2) FAQs
If you were to describe this site to a colleague in a sentence or two, what would you say?	It's a useful site with a lot of good information.
Do you have any other final comments or questions?	Needs more pictures and color.

Sample 2. User impressions by participant

Participant No.	Like best?	Like least?	Improvements
1	Search	Registration	Add more color
2	A-Z index	Pop-ups	Clickable charts