

Website Usability Test Form

As the facilitator, spend a few minutes introducing yourself and the session. Ensure that the participant knows it is the website that is being tested. They can't do anything wrong here. In fact, it is probably the one place today where you don't have to worry about making mistakes.

Remember that we want to hear exactly what they are thinking, so encourage the participant to think out aloud and not to worry that you're going to hurt our feelings. We want to improve the website, so we need to know honestly what they think.

Website:

Facilitator:

Participant:

Date:

Participants Occupation:

Approximate hours of Internet use including email per week:

**How do they spend most of their time on the Internet:
(surfing, email, chat, research)**

Favorite website(s):

1.

2.

3.

Have the website home page open but minimized, then maximize at this point to reveal it to participant for the first time.

Participants to look at page first (don't click on anything just yet). Ask participant to think out aloud if possible.

Reactions to the Home Page

Questions,

Tell me what you think the website is about?

What strikes you about it?

What do you think you would click on first?

Now allow the participant to explore for a few minutes, following whatever links they are interested in, encourage them to think out aloud the whole time.

What else would you click on?

Testing A Task

Give the participant a task to perform so that it can be seen whether they can use the site for its intended purpose. Whenever possible let the user have some say in choosing the task. For example, at Job's website, they may post a new job, or search for a previously posted job. Tailor task or tasks to the specific website.

Add new job:

Search for an existing job: