# Report on the usability test of [name]

<table>
<thead>
<tr>
<th>Dates of testing:</th>
<th>[test dates]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Place of testing:</td>
<td>[test location]</td>
</tr>
<tr>
<td>Participants:</td>
<td>[number and type]</td>
</tr>
</tbody>
</table>

## Prepared for

[client name]  
[client address]

## Prepared by

Janice (Ginny) Redish, Ph.D.  
Redish & Associates, Inc.  
6820 Winterberry Lane  
Bethesda, Maryland 20817  
301 – 229 – 3039  
ginny@redish.net
Report on the usability test of [name]

Table of contents

[headings and page numbers generated from report]
Report on the usability test of [name]

Introduction

What site did we test?
[A few facts about the site: name, prototype or not, major changes from last test…]
You will find a picture of the Home page of the test version on page x.

Who participated in the usability test?
[Summary of numbers and types of participants]
We refer to people by number not name to respect their privacy and to keep our promise of anonymity. We use the abbreviation "P" for "participant" and number them in the order of the sessions.

Who were these participants?
[Table or tables giving relevant demographic information about the participants; no names, just aggregate statistics or P# and a brief, relevant characterization of each participant]

How were participants recruited and paid?
[Brief answer to this question]

What did participants do?
[Answers questions about how long each session was and major events during each session]

What is a scenario?
A scenario is a short story that gives users a reason to go to the web site. For example, here is Scenario x:

Text of one of the scenarios

The scenarios are listed in the Appendix. Findings and recommendations for each scenario begin on page xx.
Other questions that need to be answered to have readers of the report understand the test; for example: What about Search?
[Answer to the question]

What did the web site look like for the usability test?
[Screen shot of Home page; may have call-outs to point out specific aspects that were the focus of the test]
Objectives of the test

[Might be called Issues or Goals, whatever terminology the client uses. Bulleted list of what we focused on or were trying to learn]
Major findings

[Bulleted or numbered list of major findings]

<table>
<thead>
<tr>
<th>Major finding #1</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Statement of the major finding]</td>
</tr>
</tbody>
</table>

[Brief summary of finding; may be bulleted list of major data points; often includes a full or partial screen shot with call-outs]

Recommendations:

☐ May include recommendations for resolving major finding. Recommendations may be a numbered or a bulleted list.

[Each major finding section may also include cross-links to the later pages on specific scenarios that exemplify the major finding.]

[Findings should include positives as well as negatives. It is important to let developers know what is working well so that those aspects stay in the product. Also, developers may be more willing to hear about problems when you also let them know about successes.]
Answers to questions at the beginning of the session

At the beginning of each session, we asked the participant these [number] questions:

☐ [Bulleted list of questions]

[First question or the major finding from the first question]

[Brief statement of finding related to this question]

[Sometimes a screen shot or partial screen shot, sometimes with call-outs]

[Sometimes a table of different responses or a bulleted list of specific responses or an indented quote from a participant]
Details of the scenarios

Scenario 1.

[Text of the scenario.]

[If needed, a note about the scenario.]

[If we collected quantitative data, a table or tables of the data for this scenario would come here.]

[Here again, we report what is working as well as what is not working. A recommendation may be "Keep this as it is." It may be "Do more of this in other parts of the product."]

<table>
<thead>
<tr>
<th>Findings</th>
<th>Recommendations, comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Brief summary of the point of the finding]</td>
<td>[Recommendation. Each recommendation starts with an imperative verb. The recommendation should be as concrete as possible.]</td>
</tr>
<tr>
<td>[Details of data for the finding]</td>
<td></td>
</tr>
<tr>
<td>[Next finding for this scenario]</td>
<td>[Recommendation]</td>
</tr>
<tr>
<td>[Details for this finding]</td>
<td>[There may be more than one recommendation for each finding.]</td>
</tr>
<tr>
<td>□ [Perhaps bulleted list to give frequency data or individual quotes]</td>
<td>[There may be cross-references to other scenarios.]</td>
</tr>
<tr>
<td>[Possible screen shot or partial screen shot, perhaps with call-outs]</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Findings</th>
<th>Recommendations, comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Continuation of findings if any for this scenario]</td>
<td>[Recommendation]</td>
</tr>
<tr>
<td>[Details of data for the finding]</td>
<td></td>
</tr>
</tbody>
</table>
Issues we explored at the end of the session

[If there were end-of-session discussions, list them here and give findings and recommendations. This may be in the format of the major findings or as tables as in the section on scenarios.]
Answers to questions at the end of the session
At the end of each session, we asked participants these [number] questions

☐ [bulleted list of questions]

[First question or the major finding from the first question]
☐ [Brief statement of findings related to this question]

[Sometimes a table of different responses or a bulleted list of specific responses or quotes from participants]

[Sometimes, the answers to several questions can be combined into the findings here, and it makes more sense to give findings in general than to go question by question.]

[If there was a quantitative satisfaction questionnaire at the end of the session, it would be appropriate to have tables or graphs of that data here.]
Appendix x

[Typical appendixes include

☐ screening questionnaire(s)
☐ other materials, such as permission to videotape form
☐ text of all the scenarios in one place]