**Usability Test Round 1**

Company  
  
  
  
  
**By Name | Company**

Version 1.0

Last Updated 12/7/2012

# Usability Test

The purpose of our test sessions will be to gauge the usability of the site for specific target audiences, namely recruiter professionals and human resource professionals.

We will test the tasks with 5 individuals pulled from the defined audience groups. We will administer an entrance and exit survey before and after each test. Users will be asked to complete tasks read aloud to them by the facilitator.

Our goals will be to determine what is or is not easily usable on the new functionality from the users’ perspective. We will look for information such as:

Do users complete each task successfully? If so, how fast do they perform each task? Is that fast enough to satisfy them? What paths do they take in trying? Do those paths seem efficient to them? Where do they stumble? What problems do they have? Where do they get confused? What words or paths are they looking for which aren’t supported by the navigation or copy?

After each session, we will include an open-ended general discussion period where users can share their thoughts on any aspect of the web site or testing with us.

## Description of Methodology

### Think-Aloud Protocol

We will employ a task-based think-aloud protocol, in which we will ask users to communicate their thought processes verbally while they work. We will ask them to vocalize what path they take to find information, what questions they have, and what surprises or confuses them as they go through the application. We will keep questions open-ended and neutral, such as “What do you mean by that?” or “What did you expect to happen?” When users identify a problem, we will ask them how they would fix it.

# Getting Started

The test facilitator will instruct and observe users performing fairly simple, common tasks. Facilitators will verbally lead users through the series of questions, encouraging them to think out loud and respond to what they are looking at, and ask questions about their thought processes and decisions as they work, without being intrusive or leading. The facilitator will also take in-depth notes.

Facilitator asks this question out loud. Try to use the wording listed here. Do not lead the user to the solution. Do not help the user find the solution. Remind the user we are testing the product usability, not them. Encourage them to think out loud. (“what words are going thru your mind?”, “what are you looking for?”)

### Rating system

Facilitator indicates difficulty rate of this task for this user based on Facilitator’s opinion

0 - User completed task with zero difficulty. (Zero Frustration)

1 - User completed task with only minor problem(s). (Little Frustration)

2 - User completed task, but it required more effort/time/dead-ends than the user expected. (Medium/High Frustration)

3 - User did not complete task. (Point of Failure)

### Ask the user to sit in a chair in front of the computer and sign in to Jobvite.

The test scenario is a new and improved workflow interface. We’re moving a candidate through different steps of the workflow process.

# Test Subject

|  |  |
| --- | --- |
| Test Date | 8/16/12 |
| Test Facilitator | Name |
| Test Subject | Customer |
| Test Location | Office |
| Operating System | Operating System |
| Browser Version | Browser |
| Screen Resolution | 0000 By 000 |

## Task 2 — Task

### Task Instructions

Note.

### Observe steps taken

|  |  |
| --- | --- |
| Steps |  |
|  |  |
|  |  |
|  |  |
|  |  |
| Overall Score | 0 |

### Comments

|  |  |
| --- | --- |
| User | Notes |
| 1 | 1. Note |

## Task 2 — Task

### Task Instructions

Note.

### Observe steps taken

|  |  |
| --- | --- |
| Steps |  |
|  |  |
|  |  |
|  |  |
|  |  |
| Overall Score | 0 |

### Comments

|  |  |
| --- | --- |
| User | Notes |
| 1 | 1. Note |

## Task 2 — Task

### Task Instructions

Note.

### Observe steps taken

|  |  |
| --- | --- |
| Steps |  |
|  |  |
|  |  |
|  |  |
|  |  |
| Overall Score | 0 |

### Comments

|  |  |
| --- | --- |
| User | Notes |
| 1 | 1. Note |

## General Questions

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| --- |
| 1. Note |