

Usability Testing Report Template (for use in project pages or stand alone reports)

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Introduction (about this template)

This template is meant for anyone who has conducted usability testing and needs to report out findings. The purpose of the template is to hopefully provide some guidance on the types of things that go into reporting usability testing while allowing for anyone to get started quickly. Essentially, the intent is to help document what we have learned from any sessions. This template could be used as a stand-alone wiki page or copy and pasted into a project documentation page. This is meant as a starting point. Adapt it or bend it to your specific needs.

Usability Report

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Executive Summary

The length of your executive summary can vary, but it's important to give a concise overview to discuss the purpose of the study, how it took place and your key findings.

Start by briefly describing how you tested your product's usability.

- List the factors that you used to define usability here (e.g: appeal and clarity to a user).

Describe the age range and geographic breakdown of your test group. Briefly describe the type of test you conducted (online or in person) and the key findings you collected from your test.

- Example: The majority of participants understood the general premise of {your product}.

Conclude your executive summary with a transition into your report. For example: "This research report includes the details of how we conducted our research, the results we found, and a brief list of recommended changes."

Goals

Use this section to list what you hoped to achieve by running your usability tests here.

- Identify bugs & issues with the product Why is this an important goal for your usability tests? Elaborate on this goal in 1-2 sentences.
- Test product concept with your target audience. Why is this an important goal for your usability tests? Elaborate on this goal in 1-2 sentences.
- Reveal friction points and confusing experiences. Why is this an important goal for your usability tests? Elaborate on this goal in 1-2 sentences.

Methodology

Describe the testing methodology here. What type of usability testing was done. What tools were used for the testing. etc.

Outreach & Screening

Describe how you found people to participate in the tests. Talk about how you screened them to ensure they met project goals.

Channels used

- Internal recruitment
- UZ panel
- Volunteers who work with the bureau
- channel 4

Screening Criteria

- Sub 50k yearly earnings
- criterion 2
- criterion 3

Participant Profiles

Use this part to summarize the characteristics of the participants. Note the similarities but ensure that the data is anonymized.

Testing Setup, Moderation & Post-Test Questions

Use this section to describe the type of test you conducted, the role of the test's moderator, the steps you followed to conduct your tests, and so on. Keep in mind that usability tests don't need to be conducted in person. They might be remote and scaled up, released digitally, etc.

- **Introduction** Describe the first step of your testing process. Briefly explain what the participants were told regarding the test and your product before they began. What did the moderator do to introduce participants to the product and the test? How did the moderator ask participants to express their opinions about the product?
- **Tasks** List the tasks you asked your participants to perform here.
- **Post-Test Questions** You can pose questions to participants after the test to gain a deeper understanding of how they felt about the product overall.

Results

Describe how you organized, analyzed and synthesized all of your data. Group all of your findings into major categories so that the reader can easily digest your findings. The following sections should be a more thorough breakdown of your findings, separated by categories or topics. Some examples of these can be: Account Creation, Editing Profile, or any specific task or process of your product.

- Overall Concept
- Category 1
- Category 2

Bugs & Issues

List any bugs or technical issues participants encountered during the usability test. You can also include screen grabs of the issues in this section or in the appendix.

Lessons Learned

What did you learn doing these sessions. These are learning around the process and not necessarily the outcome of the tests. For example, this could be something about the success of how you approached the testing or methodology, how you involved others in the research, if you tried out a new approach to synthesis, etc.

Recommendations & Action Items

Provide recommendations or action items for improving your product based on the analysis you conducted. Make sure these items are based on the findings of your usability tests with your audience.

Disclaimer

Several factors may have affected the results of the usability test. It's important to remember that people bring their own experiences and biases into a test without realizing that they might color their impressions.

- The sample size may not be representative of all people that may use the product.
- While moderation began with a set agenda, questions and tasks administered varied from participant to participant.
- Human error and misinterpretations of qualitative feedback affected the results to slight but varying degrees.

Appendix

Documentation

- Document 1
- Document 2
- Document 3

Media

- Screen grabs
- Links for videos
 - As a reminder any links to videos should be access controlled (EG a link to a sharepoint site that only project members access)

Notable Quotes

- Quote 1
- Quote 2
- Quote 3

▼ Pages 11
<input type="text" value="Find a page..."/>
▶ Home
▶ Consumer Complaint Process for Companies Q1 2023
▶ Harmed Consumers Pages
▶ Harmed Consumers Pages Q4 2023
▶ LEP language pages redesign
▶ LEP phase 2 Q1 Q3 2023
▶ RAFT Tool Update for Q1 2023
▶ Remittances: Phase 1
▶ Remittances: Phase 2
▶ Schedule of External Products Periodic Data and Product Updates
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Clone this wiki locally

<https://github.cfpb.gov/Design-Development/External-Products/wiki.git>

