

Usability testing roadmap

Usability testing Project Plan		Project owners: Overall due date: User Test date: Dates to Note: (Holidays, meetings, etc.)					
Project Stage	Steps related to task	Resource name	Responsibility	Start date	End date	Notes	Status
Initiation	Determine Web content area to be tested						
	Determine objectives of the test						
Planning	Select method to be used for testing						
	Decide whether testing will be performed in person or remote						
	Decide the type of participants needed for this test (volunteers, members, student members, non-members and their age group, gender, etc.)						
	Decide whether we will be taking notes or recording during the tests – depending on observers we have.						
	Decide incentives for the participants (if needed)						
	Discuss the tasks for the test						
	Initiate recruitment details						
Designing Prototypes/Tasks	Create tasks and script for user test						
	Share test script with IT						
	Determine content needed for test tasks/task walkthrough						
	Draft content needed for testing						
Recruitment	Create recruitment specs for Marc to pull sample						
	Pull sample list for recruitment						
	Reconfirm dates with IT right before recruiting begins						
	Create recruiting email						
	Create test schedule with time slots, dates for sharing with users during recruitment						
	Send recruitment e-mails from an employee e-mail, to increase chances of getting participants						
	Schedule participants						
Testing site to be tested	Populate test environment with content needed for test tasks/task walkthrough						
	Test design with stakeholders – get approval etc.						
	Pilot test						
	***Monitor critical issues identified in pilot; alert IT of issues if not already in QA log.						
	Repeat pilot test						

Usability Testing Guidelines

Project Stage	Steps related to task	Resource name	Responsibility	Start date	End date	Notes	Status
Implementation - User Test	Observe the users as they carry out the sample user tasks. Focus on their actions and what they are saying, as this can be valuable feedback.						
Analysis with CWT	Discuss the results with Whitney and CWT once the test is completed						
Analysis with stakeholders	Share findings with stakeholders						
Reporting	Report deliverable						
Analysis with core team	Once the results are obtained from the testing team or vendor, the following steps can be performed: <ul style="list-style-type: none"> -Evaluating the results. -Prioritizing the changes to be made based on severity of issues found. - Determining time and resources available to implement changes. - Updates/Implementing changes to Web site either: <ul style="list-style-type: none"> - immediately; - in phases; - in time for launch. 						
Updates and evaluation	Work with stakeholders to implement changes						
	Plan next round of testing (if appropriate) or monitor changes as needed.						