

Legal Services National Technology Assistance Project



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Website Usability Testing Guide

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This guide is designed to assist you and your program to understand the basics of usability and website usability testing. It is broken down into the following sections with subsections to provide a thorough understanding of the field.

Executive Summary

- [What are Usability and Usability Testing?](#)
- [The Basics of Usability Testing](#)
- [Why Conduct Usability Testing](#)
- [What to Test - Site goals, user tasks, testing scripts and metrics](#)
- [When to Test - Beginning, Middle and End](#)
- [How to test - Types of usability tests](#)
- [Who to test - Participants](#)
- [Outcomes of your test - Evaluation](#)
- [Attachments](#)

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