

Legal Services National Technology Assistance Project

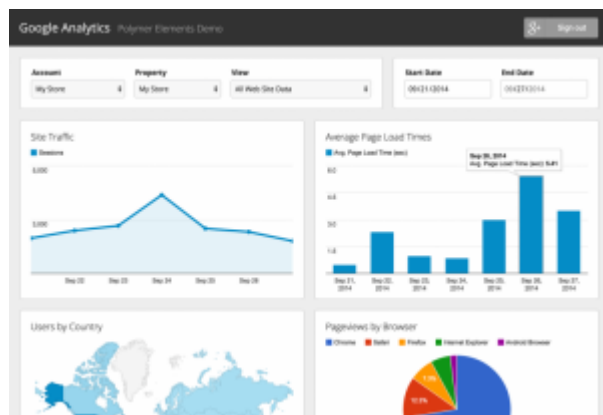


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What to Test - Website Usability Testing Guide

What to Test - Site goals, user tasks, testing scripts and metrics

When conceptualizing a website we rarely articulate what users must do, instead, we focus on what our site does.



Before testing, it is extremely important to articulate your sites' goals and the tasks users must perform to meet those goals. Jakob Nielsen's five quality components- learnability, efficiency, memorability, errors and satisfaction- can help frame your site goals and user tasks.

- Site Goals
- User Tasks
- Tester Scripts and Simple Tasks
- Testing Metrics

[Click Here to Go Back to the Website Usability Testing Guide](#)

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