

# Legal Services National Technology Assistance Project



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## In Person Testing - Website Usability Testing Guide



### **In-person testing**

In person testing allows you to see and interact with users in real time, with minimal barriers. If you choose to test your site with in-person testers (where you monitor and your testers share a physical space) there are a few options:

- Hallway testing: Engaging 5-6 randomly selected people to determine if there are issues so large untrained users cannot navigate through them. Because of this, users should not be familiar with your site.
- Focus groups: Engaging 5-6 participants to participate in a more formalized setting to conduct testing. Typically these users have more familiarity with your site, and you may conduct different focus groups with different users groups.

### **Where to Conduct the Test**

In-person user testing can be conducted anywhere comfortable to a user. Many agencies establish formal focus group sessions held in an office or a conference room. If you choose a formal setting consider factors such as the room configuration (i.e.:a classroom style, or circle/horseshoe). Just remember in-person testing does not have to be formal- you can engage clients in a waiting room with a staff person and a laptop, so long as you have a script.

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