

## Quality Assurance - Usability

### ***What is Usability Testing Aye?***

Usability testing is the means of testing a website of its ability to be viewed by vision impaired persons and people with other disabilities. Usability testing is also the means of making the website not complicated or hard to use, and using common sense in such things like navigation.

### ***How would you conduct a usability test?***

One way of conduction a usability test is to set up or hire a usability testing area which has video tapes, taping the person testing the site. You would choose someone that is interested in the site or is someone from the typical target audience of the site. The person will sit on the testing co0mputer and be assessed by people in front of a 2 way mirror for facial expressions and any trouble they might run into while on the site.

Another way is to just put your critical hat on and go through the site thoroughly, pretending to be different types of people. Basically think of the way you navigate through someone else's site and think what you would be looking for if you were on the site. Some of the most common mistakes could be the most crucial.

### ***Why is it important to ask site visitors questions?***

Asking site visitors questions is important because you really need more than just your own opinion on your site. The more people that are giving you feedback, the more things you could find and potentially fix.

### ***Why is it important to watch visitors as they go through your site?***

When you watch someone on your site, you can see their facial expressions and body language, and watch for any mistakes they make while navigating. Also you can see how long it takes to do basic browsing and searching on your site.

### ***What types of things should you look for when watching visitors navigate through your site?***

You should look for anything that might indicate them being annoyed, or even glad. If they smile it is also a bonus. If for instance they want to find a cartoon on a cartoon page, you don't want them looking high and low for it.

***How will you know if site visitors are having trouble when you are watching them?***

If a site visitor is spending a lot of time trying to find something or is getting agitated or angry, or loses interest, it might mean they are having trouble with the site.

***When watching site visitors, how will you know when they like what they see on your site?***

Basically if someone is reading a lot and clicking on lots of links, without showing any form of “what the hell why would someone write something so useless, I’ll read more.” Type of expression, it is good news.

## **Usability test interview form.**

*Is the home page clearly identified and easy to get to?*

*Do all hyperlinks direct you to the place it says?*

*Do all images have alt text?*

*Do all the alt texts say the correct description?*

*a. Is the structure and colour scheme of the website constant?*

*b. Is all spelling and grammar correct?*

*c. Does the page look the same in IE, Firefox, Opera, Safari and Netscape?*

*d. Does the site look the same on MAC, PC and Linux?*