

Advice for Writing Usability Test Reports

1. Keep it short (10-15 pages)
2. Use screen shots to communicate findings
3. Include positive findings in your reports
4. Include an executive summary
5. Include user quotes— verbatim
6. Avoid harsh words or tones
7. Distinguish user opinion vs. observer opinion
8. Keep descriptions relevant
9. Include analyst or competitive analysis where relevant
10. Try to report out immediately after the test— as an email then followed by a report

Remember to:

- Prioritize findings
- Report actual and observe behavior
- Avoid micro-usability
- Stay focused on business objectives/ technology constraints
- Suggest appropriate design recommendations

