

EXAMPLE ACCESSIBILITY USER TESTING PLAN

This document provides the overall user testing plan that our three users will use to provide feedback on the accessibility and usability of the new website. The focus of the plan is to have the users navigate and interact with the site by completing various tasks to ensure that they are accessible and easy to use.

TEST SCRIPT

Task	Observer Notes
Find information on Affordable Housing.	
Who is one of the Affordable Housing Landlords?	
Find the Report a Concern form and fill out the form (make up test information for your submission.) We are aware that the website is in testing and that it is a test submission.	
Locate information about the Handi-van service.	
What are the reservation hours?	
The new site includes an event calendar.	
Find the Accessibility Advisory Committee meeting on June 5, 2019. Where is the meeting being held? What time is the meeting being held?	

DEBIREF

Question	Notes
What do you like about the new website?	
What accessibility features did you use?	
Describe any challenges encountered while completing the tasks.	
How could the website be improved?	
Other comments/recommendations.	