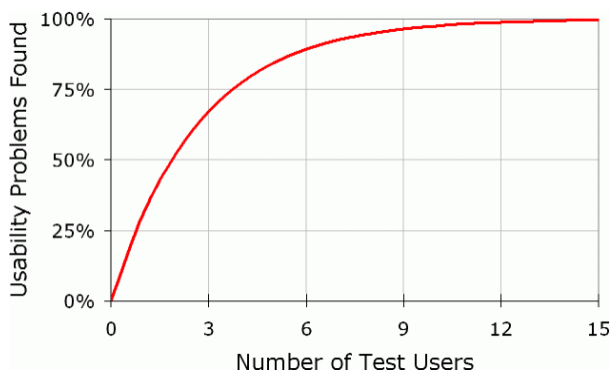


Who to Test - Website Usability Testing Guide



Who to Test - Participants



The idea of finding individual participants to test your site can be overwhelming and a stumbling block to routine user testing.

However you do not need hundreds of testers to obtain good information.

The Nielsen Norman group indicates that 5 users can uncover 85% of the major usability issues, and 15 users can find 100%.*

How many testers will I need?

The same studies suggesting small testing groups also stresses the need to conduct several rounds of testing on your site.

If you are testing at several stages (i.e.: beginning and during your design process, and prior to launch) consider testing with multiple groups at each point.

With these small and agile groups, it is important to define your audience and find representative users. Most sites have several user types, such as clients, advocates, community members, and the press. Your user testing should reflect each of the user types accessing your site. If you do not know who is using your site, look at your analytics, or engage users from groups you want accessing your content.

*Nielsen, Jakob. "Nielsen Norman Group." Why You Only Need to Test with 5 Users. Nielsen Norman Group, 19 Mar. 2000. Web. 19 Dec. 2014.

<http://www.nngroup.com/articles/why-you-only-need-to-test-with-5-users>

- [Mediated vs. Unmediated Testing](#)
- [In-person testing](#)
- [Remote testing](#)

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

Last updated on November 17, 2023.

[Web Accessibility](#)

Print

Table of Contents

NEWS

News & publications

The news about recent activities for needed peoples.

[More News](#)

9 Apr 2025

LSC's AI Peer Learning Labs

LSC AI Peer Learning LabsThe Legal Services Corporation's (LSC) new AI Peer...

[Continue Reading](#)

14 Feb 2025

New AI Guide Empowers Legal Aid Organizations to Navigate Emerging Technology

FOR IMMEDIATE RELEASE New AI Guide Empowers Legal Aid Organizations to...

[Continue Reading](#)

Our Partners

