

# User Tasks - Website Usability Testing Guide

## User Tasks

Once you articulate your site's goals and the steps users must take to complete these goals, you must articulate specific questions or tasks. Frame your questions to ensure users can accomplish realistic tasks that reflect concrete goals.

### **Some questions that you could ask include:**

- Can a first time user find my agency's mission?
- Can a return user remember how to find my agency's contact information?
- How much time does it take for a user to locate a resource about eviction?
- How many errors do users make when trying to locate the "contact us" feature?
- When users navigate to the wrong page, can they go on to find the information?
- Do users respond differently to a red vs blue navigation element?
- Do users enjoy interacting with the site?

Establishing the tasks users engages in can help create a focused, specific test yielding results you can readily implement. Often a user test will encompass more than one question, however the more specific the questions, even when combined into one test, the more effective the test will be.

To help you articulate user tasks there is a [Goals, Tasks & Script Worksheet on the attachment page of this guide.](#)

Last updated on November 20, 2023.

[Web Accessibility](#)

Print

Table of Contents

NEWS

## **News & publications**

The news about recent activities for needed peoples.

[More News](#)

17 Dec 2024



Call for Speakers: Project Management, Second Chance Conference Sessions, and More

LSNTAP is planning our training sessions for 2025 and would like to hear from...

[Continue Reading](#)

11 Dec 2024

Resources for Supporting Child Victims & Witnesses Available

Passing along this message from the Center for Justice Innovation (<https://www...>

[Continue Reading](#)

## Our Partners



**LSC** | America's Partner  
for Equal Justice

---

LEGAL SERVICES CORPORATION