

## **Usability Test Report**

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## Sample Information

The document I tested was the Centers for Disease Control and Prevention “Wash Your Hands” poster. The whole point of it is to show people how to properly wash their hands so they don’t spread germs. It’s supposed to be quick, simple, and easy to understand just by looking at it.



## Test Tasks

I had one person go through it and asked them:

- a) What do you think this poster is trying to do?
- b) Where would you start?
- c) Can you explain the steps without just reading it?
- d) What part is confusing or unclear?
- e) What would you do after finishing it?

## Test Results

Right away, the person knew it was about washing your hands. That part was obvious. They started at Step 1 (“Wet”) without any issues and followed the steps in order: Wet, Get Soap, Scrub, Rinse, Dry. The pictures actually did most of the work. They didn’t really need to read everything to understand what was going on, which is good. The numbers also helped them follow the order pretty easily. Where they slowed down a bit was on the “Scrub” step. They knew what to do, but they didn’t know how long they were supposed to scrub. They even said something like “am I supposed to just guess?” So that part wasn’t super clear.

They also took a second to follow the layout because the steps kind of curve around the page instead of going straight down or across. It wasn’t hard, just not instant. Overall, they got through everything fine, but there were a couple small moments where they had to think about it.

## Usability Problems

### 1. No clear time for scrubbing

The poster says “Scrub” but doesn’t tell you how long. That’s kind of important, and it confused the person I tested.

### 2. Layout isn’t super straightforward

Even though it’s numbered, the steps go in a curved path with arrows. It works, but it’s not the fastest to follow at first glance.

## Revision Suggestions

### 1. Add time to the scrub step

Just putting something like “Scrub for 20 seconds” would fix the confusion immediately and make it way more useful.

### 2. Make the flow more direct

Putting the steps in a straight line or making the arrows bigger/more obvious would make it easier to follow without thinking about it.