

Checklist for Testing the usability of Web Applications

Sr.	Check Point	Yes/No
Check Points related to Navigation		
1.	Is terminology consistent?	
2.	Are navigation buttons consistently located?	
3.	Is navigation to the correct/intended destination?	
4.	Is the flow to destination (page to page) logical?	
5.	Is the flow to destination the page top-bottom left to right?	
6.	Is there a logical way to return?	
7.	Are the business steps within the process clear or mapped?	
8.	Are navigation standards followed?	
Check Points related to Ease of Use		
1.	Are help facilities provided as appropriate?	
2.	Are selection options clear?	
3.	Are ADA standards followed?	
4.	Is the terminology appropriate to the intended audience?	
5.	Is there minimal scrolling and resizable screens?	
6.	Do menus load first?	
7.	Do graphics have reasonable load times?	
8.	Are there multiple paths through site (search options) that are user chosen?	
9.	Are messages understandable?	
10.	Are confirmation messages available as appropriate?	

Check Points related to Interpretation & Usage of Information

1.	Is terminology appropriate to the intended audience?	
2.	Are clear instructions provided?	
3.	Are there help facilities?	
4.	Are there appropriate external links?	
5.	Is expanded information provided on services and products? (why and how)	
6.	Are multiple views/layouts available?	