

## Basic Usability Survey

1. Briefly describe why this document is used. \_\_\_\_\_  
\_\_\_\_\_
2. Evaluate the *content*:
  - Identify any irrelevant information. \_\_\_\_\_  
\_\_\_\_\_
  - Indicate any gaps in the information. \_\_\_\_\_  
\_\_\_\_\_
  - Identify any information that seems inaccurate. \_\_\_\_\_  
\_\_\_\_\_
  - List other problems with the content. \_\_\_\_\_  
\_\_\_\_\_
3. Evaluate the *organization*:
  - Identify anything that is out of order or hard to locate or follow. \_\_\_\_\_  
\_\_\_\_\_
  - List other problems with the organization. \_\_\_\_\_  
\_\_\_\_\_
4. Evaluate the *style*:
  - Identify anything you misunderstood on first reading. \_\_\_\_\_  
\_\_\_\_\_
  - Identify anything you couldn't understand at all. \_\_\_\_\_  
\_\_\_\_\_
  - Identify expressions that seem wordy, inexact, or too complex. \_\_\_\_\_  
\_\_\_\_\_
  - List other problems with the style. \_\_\_\_\_  
\_\_\_\_\_
5. Evaluate the *design*:
  - Indicate any headings that are missing, confusing, or excessive. \_\_\_\_\_  
\_\_\_\_\_
  - Indicate any material that should be designed as a list. \_\_\_\_\_  
\_\_\_\_\_
  - Give examples of material that might be clarified by a visual. \_\_\_\_\_  
\_\_\_\_\_
  - Give examples of misleading or overly complex visuals. \_\_\_\_\_  
\_\_\_\_\_
  - List other problems with design. \_\_\_\_\_  
\_\_\_\_\_
6. Identify anything that seems misleading or that could create legal problems or cross-cultural misunderstanding. \_\_\_\_\_
7. Please suggest other ways of making this document easier to use. \_\_\_\_\_  
\_\_\_\_\_

**FIGURE 22.10 A Basic Usability Survey** Versions of these questions can serve as a basis for beta testing (by the document's users). Notice how the phrasing encourages responses containing examples, instead of merely "yes" or "no."

Source: Adapted from Carliner, "Demonstrating Effectiveness" 258; Daugherty 17–18; Hart 53–57.