

Usability Session Guide

Script:

Hello. My name is [insert name]. I'm working on developing a website that will provide information about symptoms, symptom management, and resources available for individuals who receive care at Northwestern's Lurie Comprehensive Cancer Center.

Thank you for letting us spend some time with you today. We really appreciate it.

I'll be asking you to complete some tasks using a website that is currently being developed.

This test is only designed to evaluate the site. Please remember that I am not measuring your skills or abilities. In fact, we believe you are the expert and want your feedback about the site. My job is to find out what's wrong with it or where it can be improved. If you think the site is confusing or difficult to use, that is as helpful, if not more helpful, than positive feedback. So, there is no wrong or right way to answer. I just ask you to do your best to complete the tasks, while trying to be relaxed and natural. Please remember: we are here to test the site; not you.

Do you have any questions before we begin?

I will be asking you to use the site to do a variety of things and will observe you while you do them. As you do these things, try to do whatever you would normally do if faced with a new app. Please try to think out loud while you're showing me. Just tell me whatever is going through your mind.

1. *"Now, please imagine that you have been feeling stressed and anxious. Please open the site and use it to find information about anxiety. Can you show me how you would do that? Please remember to think aloud and tell me when you are finished."* [Start Timer]

Use Effectiveness Rating Scale to note the actions taken to complete this task:

Task	1 point	0 points	Notes and Additional Steps Taken (if applicable)	Quit	Help
Open site					
Select "Symptom library"					
Select "Anxiety"					
Scroll through page					
Does user identify task as complete?					

(.5 point if asks if complete; 1 point if confident of completion)					
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Start Time: M____S____ **End Time: M____S____** **Total Score: _____**

Mark if they took another path: **Notes:**

After completing the task, prompt participant about his/her decision to take any alternative paths that deviate from the Scale:

2. *“Now, imagine you would like to learn more information about support groups that are available to you. Can you show me how you would do that? Please remember to think aloud and tell me when you are finished.”* [Start Timer]

Use Effectiveness Rating Scale to note the actions taken to complete this task:

Task	1 point	0 points	Notes and Additional Steps Taken (if applicable)	Quit	Help
Open site					
Select the Patient Resources Tab					
Select Community Resources					
Select Support Groups					
Does user identify task as complete? (.5 point if asks if complete; 1 point if confident of completion)					

Start Time: M____S____ **End Time: M____S____** **Total Score: _____**

Mark if they took another path: **Notes:**

After completing the task, prompt participant about his/her decision to take any alternative paths that deviate from the Scale:

3. "Now, imagine you are looking for financial assistance. Can you show me how you would do that? Please remember to think aloud and tell me when you are finished." [Start Timer]

Use Effectiveness Rating Scale to note the actions taken to complete this task:

Task	1 point	0 points	Notes and Additional Steps Taken (if applicable)	Quit	Help
Open site					
Select the Patient Resources tab					
Select 'Financial Resources'					
Read through and click to a resource					
Does user identify task as complete? <i>(.5 point if asks if complete; 1 point if confident of completion)</i>					

Start Time: M____S____ End Time: M____S____ Total Score: _____

Mark if they took another path: Notes:

After completing the task, prompt participant about his/her decision to take any alternative paths that deviate from the Scale:

4. "Imagine you have having difficulty managing pain, and that you are looking for information on treating and managing pain. Can you show me how you would do that? Please remember to think aloud and tell me when you are finished." [Start Timer]

Task	1 point	0 points	Notes and Additional Steps Taken (if applicable)	Quit	Help
Open site					
Select the Patient Resources tab					
Select "Treatment and Symptom Management"					
Select "Palliative Care"					
Does user identify task as complete? <i>(.5 point if asks if complete; 1 point if confident of completion)</i>					

3.

Start Time: M____S____ End Time: M____S____ Notes:

5. *“Now, imagine you want to learn more about insomnia. Can you show me how you would do that? Please remember to think aloud and tell me when you are finished.”* [Start Timer]

Use Effectiveness Rating Scale to note the actions taken to complete this task:

Task	1 point	0 points	Notes and Additional Steps Taken (if applicable)	Quit	Help
Open site					
Select “Symptom Library”					
Select “Insomnia”					
Scroll through page					
Does user identify task as complete? <i>(.5 point if asks if complete; 1 point if confident of completion)</i>					

Start Time: M____S____ End Time: M____S____ Total Score: _____

Mark if they took another path: Notes:

After completing the task, prompt participant about his/her decision to take any alternative paths that deviate from the Scale:

6. "Now, imagine you have feedback on this site and want to send a message to the site creators. Can you show me how you would do that? Please remember to think aloud and tell me when you are finished" [Start Timer]

Use Effectiveness Rating Scale to note the actions taken to complete this task:

Task	1 point	0 points	Notes and Additional Steps Taken (if applicable)	Quit	Help
Open site					
Select the Contact Us Tab					
Select Suggestion Corner					
Enter message					
Send message					
Does user identify task as complete? <i>(.5 point if asks if complete; 1 point if confident of completion)</i>					

Start Time: M____S____ End Time: M____S____ Total Score: _____

Mark if they took another path: Notes:

"What are your overall impressions of this site?"

"What function or section did you like best?"

"What did you think was easy about using the site?"

“What did you think was difficult about it? What parts confused you?”

“If you were the one designing this site, what would be the first thing you would do to improve it? Is there anything that you feel is missing?”

“How would this site be useful to you? Why or why not?”

Participants will also be asked to complete the System Usability Scale and the After Scenario Questionnaire during the interview (see attached).