

Evaluation of the SEER Training Website

OMB # 0925-0589-04

Attachment B2: Screener for SEER Training Website Evaluation

Attachment B5: Facilitator's Guide for SEER Training Website Evaluation

Attachment B6: System Usability Scale

Attachment B7: Cooper-Harper Difficulty Rating Scale



20548 Deerwatch Place, Ashburn, VA 20147 TEL: (703) 729-0998

Attachment B2: Screener for SEER Training Website Evaluation

We need to recruit both novice and experienced users of the SEER Training Website. Each individual will be tested in one-on-one usability testing. Participants on the SEER Training Website will be asked in a popup:

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Would you like to help improve this website? Yes / No

[For those who answer "yes," they will be directed to the following screening questionnaire.]

Screening questionnaire:

1. Briefly describe your previous experience (how many visits, over what period of time, etc.) with the SEER Training Website. _____

2. What is your background or what is the rationale that brings you to the website? (e.g., cancer registrar, high school student, college student grad student, professors, physician, PI, medical technologist, etc.)

3. Briefly describe how you plan to use the material you find on the website.

[After those questions are answered, tell them.]

We are recruiting users to spend an hour of their time to evaluate the website

- either from your own home or office where you would need to be online
- or in our lab if you are in the Washington DC area and would like to come in to our Rockville office.

These evaluations are being scheduled for [timeframe]. You will be compensated for your time.

If you are interested, we need contact information from you (**business-related only**):

Email address (work) _____
 Times of availability _____
 Telephone number (work) _____



USER-CENTERED DESIGN

20548 Deerwatch Place, Ashburn, VA 20147

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Attachment B5:

**Facilitator's Guide for
SEER Training Website Evaluation**

April 29, 2010

Submitted to:
National Cancer Institute

Submitted by:
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[Note: The purpose of this document is to guide the moderator. The questions and tasks contained herein may not be asked as written. The facilitator often draws on participant comments and the natural flow of the testing process to determine the flow of the session. While the facilitator will try to follow the order of the guide, many times tasks will come up ahead of time or in different order. The facilitator may allow the order of the tasks to change in order to let the process flow naturally.]

Pre-Test

[Administer the informed consent and video release form]

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Introduction

Thank you for agreeing to participate in this study. Do you have any questions for me before we get started?

You signed a video release so you know I'll be recording everything that shows up on the computer monitor. I'd also like you to know that there may be observers helping me by taking notes from another room, but don't worry about that. You and I will work on this together and they'll just watch.

We're going to be looking at a web site today that was created for the National Cancer Institute. I'm going to ask you to explore the web site and then do some tasks with the site. Then I'd like to get your opinion about it.

We have invited Certified Tumor Registrars and other participants who have reasons to find information about cancer registration, surveillance, and other related concepts and terminology, to browse this web site. So we can understand the point of view that you are bringing to the testing, I'd like for you to tell me a little bit about your previous experience with, or knowledge about finding any of the aforementioned information.

- Where are you in your career/education/training? (What have you done previously? Where are you headed?)
- Have you ever been to any NCI web sites? [If yes] Do you remember which ones or what you were attempting to do/access?
- Why did you visit the SEER Training Website
- How and/or where did you hear about us?
- Are you from a SEER region? (If Participant is a CTR)

[Participant talks....]

[For in-lab participants] Since we'll be working on a computer today, I want to let you use this computer in a way that it looks like the computer you regularly use. Tell me a web site you use frequently. Now does this look too big or too small? [Facilitator adjusts the resolution until it matches for the participant's normal experience.]

There are two important things you should keep in mind while you work with this web site:

- First, I did not design it so you can't hurt my feelings. If there are problems with the design I would like to discuss them with you to see if we can find a way to make the web site better.
- Second, we are evaluating the web site and not you, so you cannot make any mistakes. The web site is supposed to be intuitive and easy to use. If it isn't, that's a problem with the web site – not with you.

Any comments you have, either positive or negative, will help make the product better so feel free to tell me whatever is on your mind. After you're done working, I'll ask you a few questions and then give you some time to ask me anything you'd like. Do you have any questions for me before we get started?

Initial Impression

[Open the browser to <http://training.seer.cancer.gov/>]

First, I'm going to let you explore this web site by yourself. I want to see what you can find that might be helpful or interesting to you. I'd like you to tell me about what you see and whether it does or does not relate to finding information useful to you. If you have questions as we go along, feel free to ask. I may not answer your questions right away in order to see how well you can figure out things for yourself, but it is valuable to know if you do have questions about the site.

[Observe the participants and note what information relevant to cancer registration and surveillance that they find on their own. Keep track of any relevant comment(s). After a few minutes

- If not offered, prompt for participant's impression of the main page.
- If not already covered, ask what prompted them to explore the sections they visited

Facilitator should ask about specific pages and sections as they are encountered. If users explore areas listed as a task below, the facilitator should get the feedback during their exploration. Areas of the site that seem to be of interest and then are dropped should be asked about.]

Tasks

[Explore each of these tasks or subtasks if the participant did not explore them on their own]

1. I'd like you to find information in the training module about cancer registration or surveillance that would be appropriate for you considering your interests. I'd like to hear about how what you're finding or not finding fits with your needs. [If participant does not have a specific area of interest, ask them to explore Cancer as a Disease if they are inexperienced, or Cancer Registry Operations and Procedures if they are experienced]. If time permits, have them explore other relevant concepts and terminology that can be found in the other training modules.
2. How did you find the information you were interested in? Let's go through that process.

Post Test Interview Questions

Now, I'd like to collect a bit of information from you using some standard tools before we discuss your experience.

[Administer the System Usability Scale (SUS) and Modified Cooper Harper questionnaires.]

I'd like to ask you a few specific questions.

1. Most sites have some type of learning curve associated with them. Does this site have a learning curve?
2. What is your evaluation of the material presented in the web site? If you were ranking it where 5 was very high quality and 1 was very low quality, what value would you give this material?
3. What is your evaluation of the timeliness of the material presented in the web site? If you were ranking it where 5 was very up-to-date and 1 was very out-of-date, what value would you give this material?
4. What are the three things you liked most about the way the site looks and works?
5. What three things did you like least about the way the site looks and works?
6. What about the site surprised you the most?
7. Is there any information or other content you would have expected to find, but didn't?

Wrap up

OK, we're done. Are there any questions you would like to ask me about the site or about today's experience that I did not ask you about?

Thanks again for your participation.

[Pay stipend and obtain signature]

Attachment B6: System Usability Scale

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	Strongly Disagree				Strongly Agree
1. I think that I would like to use this system frequently	1	2	3	4	5
2. I found the system unnecessarily complex	1	2	3	4	5
3. I thought the system was easy to use	1	2	3	4	5
4. I think that I would need the support of a technical person to be able to use this system	1	2	3	4	5
5. I found the various functions in this system were well integrated	1	2	3	4	5
6. I thought there was too much inconsistency in this system	1	2	3	4	5
7. I would imagine that most people would learn to use this system very quickly	1	2	3	4	5
8. I found the system very cumbersome to use	1	2	3	4	5
9. I felt very confident using the system	1	2	3	4	5
10. I needed to learn a lot of things before I could get going with this system	1	2	3	4	5
Total score = _____	20				
SUS Score = _____	50				

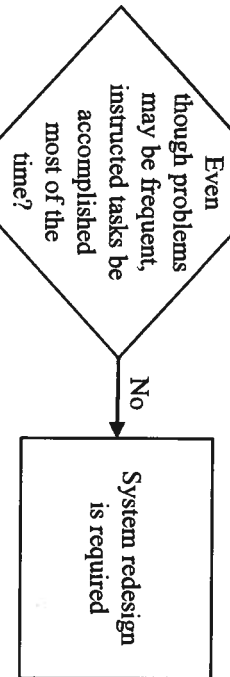
Attachment B7: Cooper-Harper Difficulty Rating Scale

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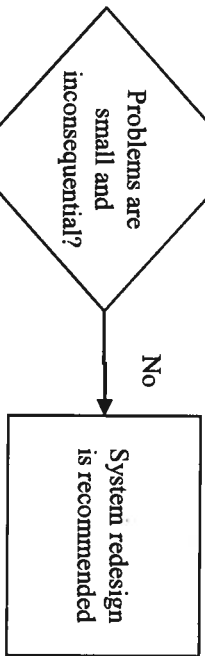
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Start

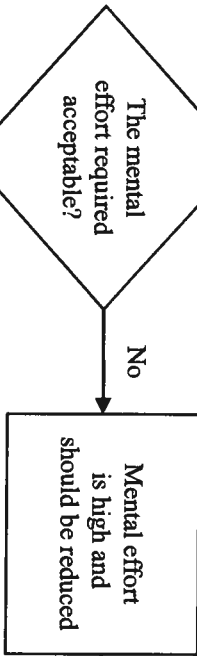


Impossible	Tasks cannot be accomplished reliably	1
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Rating



Major difficulty	Intense mental effort was required to accomplish tasks, but frequent or numerous problems still occurred	2
Major difficulty	Maximum mental effort was required to avoid large or numerous errors	3
Major difficulty	Maximum mental effort was required to bring errors to a moderate level	4



Very objectionable tolerable difficulty	High mental effort was required to attain adequate system performance	5
Moderately objectionable difficulty	Moderately high mental effort was required to attain adequate system performance	6
Minor but annoying difficulty	Acceptable mental effort required was to attain adequate system performance	7

Fair, Mild Difficulty	An acceptable mental effort was required to attain adequate system performance	8
Easy, Desirable	The mental effort was low and desired performance is attainable	9
Very Easy, Highly Desirable	The mental effort required was minimal and the desired performance is easily attainable	10