

## Attachment 2- Interviewer guide for NCHS Website Usability Testing

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### Introduction

Thank you for agreeing to meet here today. Karen has explained that we will be video taping our session today and you gave permission to do that, correct? *(If yes, then proceed; if no, then review procedure).*

Karen may have told you that we would like to get your reaction to the NCHS website. The NCHS website contains a lot of information for people such as you. We would like to make sure that this information appears in a way that is easy for everyone to understand and access. In order to evaluate the website I am going to have you complete a few tasks that we have put together. I want you to perform the tasks the best that you can. We are interested in how you go about completing these tasks. We would like you to think out loud as you complete these tasks. I may also ask you questions about the tasks—whether they make sense, what you think about when you see certain items on the screen, and so on.

I will present you with each task before you start and I'd like you to complete the task as best you can. Please try to tell me what you are thinking as you figure out how to complete the task. Also, please tell me if there are items on the screen you don't understand or something doesn't make sense to you.

The more you can tell us, the more useful it will be to us as we try to develop a better website.

Okay? Do you have any questions before we start? If yes, answer questions. If no, let's get started.

## **Task Test Scenarios**

### Emergency Room

1. You are writing an article on emergency room visits. What percent of emergency department visits resulted in hospital admission?

### Replacements

2. Based on the press releases from the NCHS website, how much did knee replacements increase for 45-64 year-olds from 2000-2006?

### Disability

3. As the nation's principal health statistics agency, NCHS compiles many Surveys and Data Collection Systems. Find the 'National Health Interview Survey on Disability'. What year was it published?

### Overweight Kids

4. What percentage of children age 6-11 are overweight?

### Health & Aging

5. NCHS provides pre-tabulated tables for presenting various data. Find the tabulated data on 'Trends in Health and Aging'. In 2004, what percent of nursing home residents had any mental illness?

### South Dakota

6. You want to get a copy of a birth certificate for a relative who was born in South Dakota. What is the earliest date the State office has these records available?

### Nutrition Exam

7. You have received a letter informing you that you have been selected as a participant in the 'National Health and Nutrition Examination Survey'. You want to find out more information about this survey. How were participants initially selected for this survey?

### Data Briefs

8. NCHS publishes 'Data Briefs'. What is the number of the Data Brief on 'Hypertension Awareness, Treatment and Control – Continued Disparities in Adults'?

### Health Stats

9. NCHS publishes an annual report called 'Health, United States'. What is the earliest 'previous edition' available from the website?

### **System Usability Scale**

**To be completed by respondent after completion of tasks**

**(All questions answered on a scale from 1=strongly disagree to 5=strongly agree).**

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

### **\*\*Note to Reviewers:**

**Follow-up question as to what respondents were thinking about while they answered the System Usability Scale questions will be asked.**