DCEG Linkage Website Usability Testing

Attachment 1: Facilitator's Guide

Attachment 5: System Usability Test (SUS)

Attachment 1: Facilitator's Guide

[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.]

Introduction
 Thank you for agreeing to participate in this study.

 NCI'S Division of Cancer Epidemiology and Genetics (DCEG) produces a newsletter called *Linkage* that is available both online and in printed form. DCEG has recently revised the format of the online newsletter, and today we are conducting a usability test of the redesign. As a participant, you will be given a set of information-gathering tasks to do on the website, and I will watch to see how easy or difficult it is for you to find the information.

 As we go through the tasks, feel free to offer any comments or suggestions that occur to you. We are looking for things about the design that are working well as well as things that could be improved. There are two important things you should keep in mind while you work with the website:

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

I'd like you to know that there are some observers with us today helping me by taking notes, but don't worry about them. You and I will work on this together and they'll just watch and listen.

 Do you have any questions for me before we get started?

Background
 We have invited persons with a variety of backgrounds to participate in this activity so I'd like you to tell me:

1. Where do you work and what is your role there?

2. [Researchers only]

    a. What type of research do you do?

    b. How long have you done this kind of research?

3. [Cancer advocates only]

    a. What kinds of information do you typically look for?

4. [Graduate students only]

    a. What types of research are you interested in?

5. Have you seen the *Linkage* newsletter before today? If so, what kinds of information have you found in the newsletter?

Tasks

1. [If P has accessed the online version before] How have you accessed the online version of the newsletter in the past? [from DCEG website, through Google search, through link in an email, etc.]

2. [from DCEG homepage] Show me how you would access the newsletter from this page.

3. [from Linkage homepage] Take a look around this page and tell me what you think the purpose of the newsletter is. Who do you think it is intended for?

4. What kinds of information would you be interested in in this newsletter?

    a. [Note categories and whether they go to top menu bar or left panel: Research & Pubs, News & Events, Inside DCEG, Fellowship News, Distinguished Visiting Scholars]

    b. [On whatever category they choose] Show me how you would read about <category>.

    c. If you wanted more information about this topic, where would you look/what would you do?

    d. Take a look at the 'Related Links' section. Why are these here?

5. Let's go back to the home page. [Note how P does this.] You were looking at a <category> article. How would you find other articles in this category?

6. What research news or updates have come out of DCEG in the past several months?

7. If you wanted to find out where a new fellow is working now, where could you find that in this issue?

8. If you wanted to contact some of the leading researchers from DCEG who are doing cutting-edge, current research, how could you identify them in this newsletter?

9. If you wanted to see the March, 2011, issue, how would you do that?

10. How could you see a list of all archived issues? [Have P go to archived issue list.] Ok, now let's go back to the *Linkage* homepage. [Does P know how to return (archived issues are on DCEG site, not *Linkage* site)?]

Follow-up Questions

1. Administer the System Usability Scale (SUS) evaluation (standardized measure of website usability).

2. How easy or difficult was it for you to find out what was contained in this issue of *Linkage*?

3. Was there anything missing – any information or topics that you expected to see but didn't?

4. Is there anything about the organization of the web pages that you would change?

Wrap up

OK, we're done. Do you have any further questions or comments?

Thanks again for your participation.

Attachment 5: System Usability Scale (SUS)

System Usability Scale

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