



USER-CENTERED DESIGN

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Attachment 3.

DCP Nutritional Sciences Research Group

Website Usability Testing

Facilitator's Guide

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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.]

Introduction

Thank you for agreeing to participate in this study.

NCI's Division of Cancer Prevention (DCP) is looking to evaluate the research group pages on its website, so today we are conducting a usability evaluation of the Nutritional Science Research Group page. As a participant, you will explore the website and be given a set of tasks to do.

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. [Nutritional Science Researchers only]
 - a. What type of research do you do?
 - b. How long have you done this kind of research?
3. Have you visited any of the DCP Nutritional Science Research Group webpages? If so, what type of information have you looked for? [Note all types of information P mentions to explore on the site during the tasks.] How frequently do you visit the Nutritional Sciences research group pages?

+Tasks

1. You mentioned previously you are interested in {topic} on the DCP NSRG website. Can you show me how you accessed that information? [Note the areas where the P goes and what information they access. Repeat for each topic they mentioned.]
2. You mentioned before that you were interested in {topic}. Does this website have information on this topic? Let's explore this area. [Direct P to explore the area with the information.]
3. Are there any other areas on the page that interest you? [Explore all additional areas of the site the P mentions. Direct P to look further if P did not notice an area of the site that has information related to the interests they mentioned earlier.]
4. [For important areas not mentioned by the participant:] Let's look at {topic} information. Tell me about the content. How might it fit with the work that you do?
5. [If the participant has not explored all areas of the site:] There are a few other areas of the website. Can you describe the other areas of the website and think about the content that might be there and the people who would be interested in that content? [After P describes one area:] Let's look at the content now. How does this content compare to what you expected to find? [Repeat with all other major parts of the site.]
6. If you were new to the Nutritional Sciences Research Group webpages, what kind of information about the work of the research group would you want to see on these pages?
7. There are other research groups in the DCP. What type of information that you found on the Nutritional Science research group webpages would you expect to find on all research group webpages?

Follow-up Questions

1. I'd like you to reflect on the things you liked and didn't like about the website. What are three things you liked? What are three things you disliked?
2. How easy or difficult was it for you to find out what was on the Nutritional Sciences webpages?
3. Were there any confusing links or headings on the Nutritional Sciences webpages that we didn't mention earlier?
4. Was there anything missing – any information or topics that you expected to see but didn't?
5. Is there anything about the organization of the web pages that you would change?

Wrap up

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

Thanks again for your participation.