Attachment 6.

NCI Office of Cancer Survivorship (OCS)

Website Usability Testing

Facilitator's Guides for:

- **Researcher Audience**

- **Advocate Audience**

- **Health Professionals Audience**

- **Public Audience**

Submitted to:
Nicole Saiontz

Submitted by:
User-Centered Design, Inc.
20548 Deerwatch Place
Ashburn, VA 20147
(703) 729-2370

www.user-centereddesign.com

USER-CENTERED DESIGN

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

Attachment 6.

OCS Website Usability Testing

Facilitator's Guide – Researcher Audience

November 2012

OMB #: 0925-0642, Expiration Date: 9/30/2014

Submitted to:
Nicole Saiontz

Submitted by:
User-Centered Design, Inc.
20548 Deerwatch Place
Ashburn, VA 20147
(703) 729-2370

www.user-centereddesign.com

[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 to allow the process flow naturally.]

Pre-Test
[Administer the informed consent.]

Introduction
Thank you for agreeing to participate in this study.

NCI's Office of Cancer Survivorship (OCS) is assessing their website, and today we are conducting a usability test of its design. 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 what 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 testing 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. What type of research do you do? How long have you done this kind of research?

3. Have you seen the OCS site before?

a. [If yes:] What type of information have you looked for on the website? [Probe on areas of research, funding information/opportunities, research tools (such as surveys), publications, etc. Note P's answers to guide their exploration of the website during the tasks.]

b.   [If no:] Based on the name of the site, what kind of information do you think you would find on the site? [Note P's answers to guide their exploration of the website during the tasks.]

Tasks

Novice Participants
1. Take a look at the OCS website [Show P http://dccps.nci.nih.gov/ocs/]. Where would go first on the website? [Note the areas where the P goes and what information they access.]

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 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.]

4.   [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.]

5.   Since you are new to the OCS website, how would you learn about what the Office does? [Note if P finds this information and probe on aspects that are most or less useful.]

6. How would you determine how current the information is that you looked at on the website? How would you determine it's accuracy? [Note if the P seems confident or not, and follow up on their reactions if they seem uncertain.]

Expert Participants
1. You mentioned previously looking at {topic} on the OCS 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 earlier.]

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 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.]

4. [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.]

5. If you were new to the OCS website, how would you learn about what the Office does? [Note if P finds this information and probe on aspects that are most or less useful.]

6. How would you determine how current the information is that you looked at on the website? How would you determine it's accuracy? Note if the P seems confident or not, and follow up on their reactions if they seem uncertain.]

Follow-up Questions
1. I'd like you to reflect on the things you liked and didn't like about the website. What were three things you liked? What were three things you disliked? What would you change about the things you disliked?

2. How easy or difficult was it for you to find information on the OCS website? What would you change about the difficult things to make them easier?

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. [Provide P with incentive of $25.]

OCS Website Usability Testing

Facilitator's Guide – Advocate Audience

November 2012

OMB #: 0925-0642, Expiration Date: 9/30/2014

Submitted to:
Nicole Saiontz

Submitted by:
User-Centered Design, Inc.
20548 Deerwatch Place
Ashburn, VA 20147
(703) 729-2370

www.user-centereddesign.com

[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 Office of Cancer Survivorship (OCS) is acessing their website, and today we are conducting a usability test of its design. 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 testing the website and not you, so you cannot make any mistakes while working on the tasks. 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. Is it the case that you are a cancer advocate? Tell me about it. Have you seen the Office of Cancer Survivorship site before?

      a. [If yes ("Expert" P):] What type of information have you looked for on the website? [Probe on information to disseminate, types of resources, information on research projects and/or funding, etc. Note P's answers to guide their exploration of the website during the tasks.]

b. [If no ("Novice" P):] Based on the name of the site, what kind of information do you think you would find on the site? [Note P's answers to guide their exploration of the website during the tasks.]

Tasks

Novice Participants

1. Take a look at the OCS website [Show P http://dccps.nci.nih.gov/ocs/]. Where would you go first on the website? [Note the areas where the P goes and what information they access.]

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 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.]

4. [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.]

5. Since you are new to the OCS website, how would you learn about what the Office does? [Note if P finds this information and probe on aspects that are most or less useful.]

6. How would you determine how current the information is that you looked at on the website? How would you determine it's accuracy? [Note if the P seems confident or not, and follow up on their reactions if they seem uncertain.]

Expert Participants

1. You mentioned previously looking at {topic} on the OCS 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 earlier.]

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 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.]

4. [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.]

5. If you were new to the OCS website, how would you learn about what the Office does? [Note if P finds this information and probe on aspects that are most or less useful.]

6. How would you determine how current the information is that you looked at on the website? How would you determine it's accuracy? [Note if the P seems confident or not, and follow up on their reactions if they seem uncertain.]

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 information on the OCS website?

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. [Provide P with incentive of $25.]

OCS Website Usability Testing

Facilitator's Guide – Health Professional Audience

November 2012

OMB #: 0925-0642, Expiration Date: 9/30/2014

Submitted to:
Nicole Saiontz

Submitted by:
User-Centered Design, Inc.
20548 Deerwatch Place
Ashburn, VA 20147
(703) 729-2370

www.user-centereddesign.com

[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 Office of Cancer Survivorship (OCS) is acessing their website, and today we are conducting a usability test of its design. 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 testing 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. Have you seen the OCS site before?

     a. [If yes:] What type of information have you looked for on the website?

        i. [Probe on types of information to disseminate to patients, publications, reports, guidelines, etc. Note P's answers to guide their exploration of the website during the tasks.]

      b. [If no:] Based on the name of the site, what kind of information do you think you would find on the site? [Note P's answers to guide their exploration of the website during the tasks.]

Tasks

Novice Participants
1. Take a look at the OCS website [Show P http://dccps.nci.nih.gov/ocs/]. Where would go first on the website? [Note the areas where the P goes and what information they access.]

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 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.]

4. [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.]

5. Since you are new to the OCS website, how would you learn about what the Office does? [Note if P finds this information and probe on aspects that are most or less useful.]

6. How would you determine how current the information is that you looked at on the website? How would you determine it's accuracy? [Note if the P seems confident or not, and follow up on their reactions if they seem uncertain.]

Expert Participants
1. You mentioned previously looking at {topic} on the OCS 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 earlier.]

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 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.]

4. [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.]

5. If you were new to the OCS website, how would you learn about what the Office does? [Note if P finds this information and probe on aspects that are most or less useful.]

6. How would you determine how current the information is that you looked at on the website? How would you determine it's accuracy? [Note if the P seems confident or not, and follow up on their reactions if they seem uncertain.]

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 information on the OCS website?

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. [Provide P with incentive of $25.]

OCS Website Usability Testing

Facilitator's Guide – Public Audience

November 2012

OMB #: 0925-0642, Expiration Date: 9/30/2014

Submitted to:
Nicole Saiontz

Submitted by:
User-Centered Design, Inc.
20548 Deerwatch Place
Ashburn, VA 20147
(703) 729-2370

www.user-centereddesign.com

[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 Office of Cancer Survivorship (OCS) is accessing their website, and today we are conducting a usability test of its design. 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 testing 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. Do you have a specific connection to cancer?

  2. Have you seen the Office of Cancer Survivorship site before?

a. [If yes:] What type of information have you looked for on the website? [Probe on information for survivors (such as coping with cancer), how to follow up after cancer treatment, survivorship statistics, survivorship research, etc. Note P's answers to guide their exploration of the website during the tasks.]

b. [If no:] Based on the name of the site, what kind of information do you think you would find on the site? [Note P's answers to guide their exploration of the website during the tasks.]

Tasks

Novice Participants

1. Take a look at the OCS website [Show P http://dccps.nci.nih.gov/ocs/]. Where would go first on the website? [Note the areas where the P goes and what information they access.]

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 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.]

4. [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.]

5. Since you are new to the OCS website, how would you learn about what the Office does? [Note if P finds this information and probe on aspects that are most or less useful.]

6. How would you determine how current the information is that you looked at on the website? How would you determine it's accuracy? [Note if the P seems confident or not, and follow up on their reactions if they seem uncertain.]

Expert Participants

1. You mentioned previously looking at {topic} on the OCS 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 earlier.]

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 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.]

4. [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.]

5. If you were new to the OCS website, how would you learn about what the Office does? [Note if P finds this information and probe on aspects that are most or less useful.]

6. How would you determine how current the information is that you looked at on the website? How would you determine it's accuracy? [Note if the P seems confident or not, and follow up on their reactions if they seem uncertain.]

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 information on the OCS website?

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. [Provide P with incentive of $40.]