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NCBI ClinicalTrials.gov website user interview script

Introduction

My name is xxxxxxxx, my colleagues are, xxxxxxxxx. We are part of a team working on a project to better understand the needs of people who use NLM NCBI ClinicalTrials.gov website.

We're talking to researchers and others to better understand their experiences working with these resources in the context of the work they do.

Questions

1. What kind of work do you do?

2. What typically brings you to ClinicalTrials.gov?

3. Talk me through the last time you used ClinicalTrials.gov?

4. When you see this site, what are you thinking

5. Is this the first time you are seeing it?

6. How does the site make you feel?
   a. Why?

7. Talk me through how you would use this to find a study for [*depending on role:* yourself, or a friend/a patient]. What would you do next?

8. What do you expect will happen?

9. What are you thinking now?

10. What did that button mean to you? How about that one?

Possible additional follow-up questions:

1. What were your impressions of the labels or text you saw in the earlier prototypes?
2. Were there any labels, language, text that stood out as being particularly clear or confusing?
3. Are there things you expected to find that were not available?
4. Is the visit to this website important to you in the context of your work? If so, can you elaborate?
5. Did your visit to the website solve the problem or answer question you initially had?
6. Does the use of this website fit into a specific workflow of yours?
7. Do you have examples of other tools you use in conjunction with this website?

Thank you for your time!