

PHPartners.org Usability Testing

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Pre-test Questionnaire

1. Which of the following best describes your current occupation?

- State local public health worker
- County/City local public health worker
- Librarian
- Graduate Student
- Researcher
- Health Educator at a non-profit
- Non-profit hospital employee
- Other: Please specify

2. Have you ever visited the PHPartners.org web site?

- No
- Yes, please specify reason for visiting

Task-based Testing

Please complete the following tasks to the best of your ability. Speak your thoughts out loud to help us better understand your experience as you complete the tasks.

1. Task 1: Please browse the PHPartners.org web site home page.

Describe to us what you think the site is about and whom it is for.

2. Task 2: (Will be based on the audience)

a. State/County/City local public health worker

For your work, you need to compare HIV/AIDS prevalence in rural areas across several states in the US.

How would you go about finding this on this website?

How relevant are the results? Did you find what you expected to find?

b. Librarian

*For your work, you need to find scientific literature about **worksite nutrition/weight programs** in the US. You know this is a **Healthy People 2020** objective.*

How would you go about finding this on this website?

How relevant are the results? Did you find what you expected to find?

c. Graduate Student

*For your studies you need to find **guidelines/best practices/model programs** for **tobacco cessation programs** in the **largest** US metropolitan areas.*

How would you go about finding these on this website?

How relevant are the results? Did you find what you expected to find?

d. Researcher

*For a grant proposal at work, you've been asked to find **data on physical activity in your state**.*

How would you go about finding this on this website?

How relevant are the results? Did you find what you expected to find?

e. Health Educator at a non-profit

*For your work, you need to find authoritative (**peer-reviewed**) literature about **school/educational organizations' nutrition programs** in the US*

How would you go about finding this on this website?

How relevant are the results? Did you find what you expected to find?

f. Non-profit hospital employee

For your work, you need find existing community needs assessments related to childhood obesity in Baltimore City, Maryland.

How would you go about finding this on this website?

How relevant are the results? Did you find what you expected to find?

g. General Public

As a member of the general public, you are concerned about how nutrition, specifically how much sugar is consumed and what the current recommendations are.

How would you go about looking for this information on this website?

How relevant are the results? Did you find what you expected to find?

3. Task 3: Please complete the following task (audience based):

a. State/County/Local

For your work you need to find data on the rate of diabetes in California from 2000-2010.

How would you go about finding this on this website?

How relevant are the results? Did you find what you expected to find?

b. Librarian

For your work you need to find articles related to autism among US metropolitan areas.

How would you go about finding this on this website?

How relevant are the results? Did you find what you expected to find?

c. Graduate Student

You would like find opportunities for fellowships related to public safety in regards to motor vehicle crashes and injuries.

How would you go about finding this on this website?

How relevant are the results? Did you find what you expected to find?

d. Researchers

For your work you need to find current policies for common communicable diseases in Kentucky.

How would you go about finding this on this website?

How relevant are the results? Did you find what you expected to find?

e. Health Educators for Nonprofit

For your work you need to find data on the rate of flu vaccination for all Asians in Florida in 2013-2014.

How would you go about finding this on this website?

How relevant are the results? Did you find what you expected to find?

f. Non-profit Hospital Employee – Community Needs Assessment

For your work you need to find data trends on sexually transmitted diseases in Connecticut.

How would you go about finding this on this website?

How relevant are the results? Did you find what you expected to find?

g. General Public

As a member of the general public, you are interested in health education information on environmental issues such the link between poor outdoor air quality due to unhealthy air emissions and cancer.

How would you go about looking for this information on this website?

How relevant are the results? Did you find what you expected to find?

4. Task 4: Please search for information/a topic that you may find useful for your work/studies in public health. Please choose something different from the previous tasks. (*General Public – modified to “Please search information on a public health topic that you may find useful to you.”

a. Please describe what you are searching for, why it is important for your work/studies, and how that information would be utilized.

b. How relevant were the results?

c. Did you find what you expected to find?

d. What are some pros and cons of the search results you received?

5. Task 5: Please open your favorite search engine (i.e. Google, Yahoo, Bing, etc.) in a new window and conduct a search using the same keywords as you used in the previous search on PHPartners.org.

How relevant were the results?

Did you find what you expected to find? What are some pros and cons of the search results you received?

6. Which search results yielded more useful results? PHPartners.org or your favorite search engine and why?

7. Task 6: Please browse the PHPartners.org web site.

What are the top three most useful areas of the site for you? Please list them in the order of importance.

Is there specific functionality that would be useful for you that you did not see?

Are there specific areas of the site that were difficult to use for you?

Are there ways you would like to see the site improved?

Post-Test Questionnaire

1. Overall, I am satisfied with how easy it is to use this web site.

1 – strongly disagree 2 3 4 5 6 7- strongly agree

2. It was a simple to use this website.

1 – strongly disagree 2 3 4 5 6 7- strongly agree

3. I can *effectively* complete my tasks using this website.

1 – strongly disagree 2 3 4 5 6 7- strongly agree

4. I am able to complete my tasks *quickly* using this website.

1 – strongly disagree 2 3 4 5 6 7- strongly agree

5. I am able to *efficiently* completing my tasks using this website.

1 – strongly disagree 2 3 4 5 6 7- strongly agree

6. I feel comfortable using this website.

1 – strongly disagree 2 3 4 5 6 7- strongly agree

7. It was easy to learn to use this website.

1 – strongly disagree 2 3 4 5 6 7- strongly agree

8. This website gives error message that clearly tell me how to fix problems.
1 – strongly disagree 2 3 4 5 6 7- strongly agree

9. Whenever I make a mistake using the website, I recover easily and quickly.
1 – strongly disagree 2 3 4 5 6 7- strongly agree

10. The information provided with this site is clear.
1 – strongly disagree 2 3 4 5 6 7- strongly agree

11. It is easy to find information I need.
1 – strongly disagree 2 3 4 5 6 7- strongly agree

12. The information provided by the website is easy to understand.
1 – strongly disagree 2 3 4 5 6 7- strongly agree

13. The information is effective in helping me complete the tasks and scenarios.
1 – strongly disagree 2 3 4 5 6 7- strongly agree

14. The organization of the information on the websites pages is clear.
1 – strongly disagree 2 3 4 5 6 7- strongly agree

15. The interface of this website is pleasant.
1 – strongly disagree 2 3 4 5 6 7- strongly agree

16. I like using the interface of this website.
1 – strongly disagree 2 3 4 5 6 7- strongly agree

17. This website has all the functions and capabilities I expect it to have.
1 – strongly disagree 2 3 4 5 6 7- strongly agree

18. Overall, I am satisfied with this website.
1 – strongly disagree 2 3 4 5 6 7- strongly agree

19. Select all the words that are descriptive of the website you just evaluated.

- | | |
|---------------------------------------|--|
| <input type="checkbox"/> Accessible | <input type="checkbox"/> Businesslike |
| <input type="checkbox"/> Advanced | <input type="checkbox"/> Busy |
| <input type="checkbox"/> Annoying | <input type="checkbox"/> Calm |
| <input type="checkbox"/> Appealing | <input type="checkbox"/> Clean |
| <input type="checkbox"/> Approachable | <input type="checkbox"/> Clear |
| <input type="checkbox"/> Attractive | <input type="checkbox"/> Collaborative |
| <input type="checkbox"/> Boring | <input type="checkbox"/> Comfortable |

- Compatible
- Compelling
- Complex
- Comprehensive
- Confident
- Confusing
- Connected
- Consistent
- Controllable
- Convenient
- Creative
- Customizable
- Cutting edge
- Dated
- Desirable
- Difficult
- Disconnected
- Disruptive
- Distracting
- Dull
- Easy to use
- Effective
- Efficient
- Effortless
- Empowering
- Energetic
- Engaging
- Entertaining
- Enthusiastic
- Essential
- Exceptional
- Exciting
- Expected
- Familiar

- Fast
- Flexible
- Fragile
- Fresh
- Friendly
- Frustrating
- Fun
- Gets in the way
- Hard to use
- Helpful
- High quality
- Impersonal
- Impressive
- Incomprehensible
- Inconsistent
- Ineffective
- Innovative
- Inspiring
- Integrated
- Intimidating
- Intuitive
- Inviting
- Irrelevant
- Low maintenance
- Meaningful
- Motivating
- Not secure
- Not valuable
- Novel
- Old
- Optimistic
- Ordinary
- Organized
- Overbearing

- | | |
|--|--|
| <input type="checkbox"/> Overwhelming | <input type="checkbox"/> Stimulating |
| <input type="checkbox"/> Patronizing | <input type="checkbox"/> Straightforward |
| <input type="checkbox"/> Personal | <input type="checkbox"/> Stressful |
| <input type="checkbox"/> Poor quality | <input type="checkbox"/> Time consuming |
| <input type="checkbox"/> Powerful | <input type="checkbox"/> Time saving |
| <input type="checkbox"/> Predictable | <input type="checkbox"/> Too technical |
| <input type="checkbox"/> Professional | <input type="checkbox"/> Trustworthy |
| <input type="checkbox"/> Relevant | <input type="checkbox"/> Unapproachable |
| <input type="checkbox"/> Reliable | <input type="checkbox"/> Unattractive |
| <input type="checkbox"/> Responsive | <input type="checkbox"/> Uncontrollable |
| <input type="checkbox"/> Rigid | <input type="checkbox"/> Unconventional |
| <input type="checkbox"/> Satisfying | <input type="checkbox"/> Understandable |
| <input type="checkbox"/> Secure | <input type="checkbox"/> Undesirable |
| <input type="checkbox"/> Simplistic | <input type="checkbox"/> Unpredictable |
| <input type="checkbox"/> Slow | <input type="checkbox"/> Unrefined |
| <input type="checkbox"/> Sophisticated | <input type="checkbox"/> Usable |
| <input type="checkbox"/> Stable | <input type="checkbox"/> Useful |
| <input type="checkbox"/> Sterile | <input type="checkbox"/> Valuable |

20. Are there any other comments you would like to share?