

## Usability Testing Script for Hurricane Threats and Impacts (HTI) Website April 1, 2016

[Web browser should be open to Google or some other “neutral” page]

Hi, \_\_\_\_\_. My name is \_\_\_\_\_, and I am with Eastern Research Group, Inc. (ERG) working under contract with NOAA’s National Weather Service.

### **THIS IS A VOLUNTARY SESSION.**

I’m going to be walking you through this session today. Before we begin, I want to tell you a little bit more about why you are here today. You are going to be looking at a new NOAA National Weather Service website to see whether it works as intended. The session should take about 50 minutes.

The first thing I want to make clear right away is that we’re testing the *site*, not you. As you use the site, I’m going to ask you as much as possible to try to think out loud: to say what you’re looking at, what you’re trying to do, and what you’re thinking. This will be a big help to us. Also, please don’t worry that you’re going to hurt our feelings. We’re doing this to improve the site, so we need to hear your honest reactions. If you have any questions as we go along, just ask them. I may not be able to answer them right away, since we’re interested in how people do when they don’t have someone sitting next to them to help. If you still have questions when we’re done I’ll try to answer them then. And if you need to take a break at any point, just let me know.

You may have noticed the microphone. With your permission, we’re going to record what happens on the screen and our conversation. The recording will only be used to help us figure out how to improve the site, and it won’t be seen by anyone except the people working on this project. The recording will only be heard by people working on the project. We also will not release your name or information that could identify you as part of this testing process in our reports to the National Weather Service. Is this alright with you?

Before we look at the site, I’d like to ask you just a few quick questions.

1. First, what’s your occupation?
2. Now, roughly how many hours a week altogether—just a ballpark estimate— would you say you spend using the Internet, including Web browsing and email, at work and at home?
3. And what’s the split between email and browsing—a rough percentage?

We’re done with the questions, and we can start looking at things.

[Click on the bookmark for the site’s Home page.]

First, I'm going to ask you to look at this page and tell me what you make of it: what strikes you about it, whose site you think it is, what you can do here, and what it's for. Just look around and give me your impressions. You can scroll if you want to, but don't click on anything yet.

Now I'm going to ask you to try doing some specific tasks. I'm going to read each one out loud and give you a printed copy so you can follow along. And again, as much as possible, it will help us if you can try to think out loud as you go along.

[Give the user a printed copy of the scenarios and read each one out loud. Let the user proceed until you don't feel it's producing any more value or the user becomes frustrated.]

**Scenario 1: Your area of responsibility is the state of Florida. You have been notified that a hurricane watch has been issued for some portions of the state and you want to learn more about the storm so you can **for decision-makers, EMs/school officials: plan accordingly; for media: substitute** prepare a broadcast.**

1. Which counties are under a hurricane watch?
2. Where is the hurricane currently located?
3. What road conditions should people be prepared for in those areas that are under a moderate threat of storm surge?
4. Which storm hazard or hazards are of most concern in South Florida?

**Scenario 2: Your area of responsibility is Metro Broward County. You want to know if the rainfall from the hurricane could pose a flooding concern for the county so that you can **for decision-makers, EMs/school officials: prepare accordingly; for media: substitute** alert your listening audience.**

1. What NWS watches/warnings have been issued for Metro Broward County?
2. How much rainfall is possible for Metro Broward County?
3. What flooding conditions should you prepare for in Metro Broward County?

**Scenario 3: You are based in Naples. You want to learn if you should be worried about a potential storm surge from the impending hurricane so that you can **for decision-makers, EMs/school officials: factor this into your evacuation decisions; for media: substitute** communicate this information to your listeners.**

1. How much storm surge inundation should you prepare for in the city of Naples?
2. Should you be more concerned about storm surge or rainfall in the city of Naples?

[After the user has completed the tasks, ask him or her if they have any questions now that they've finished the task. Escort the user out. Save the recording to the designated file.]

## **Paperwork Reduction Act Statement**

Public reporting burden for this collection of information is estimated to average 1 hour per response, including the time for reviewing instructions and completing the tasks on the website, and reviewing the collection of information. Send comments regarding this burden estimate or any other suggestions for reducing this burden to Sarah Brabson, NOAA National Weather Service, SSMC 2, Room 17205, 1325 East West Highway, Silver Spring, MD.

Statement on confidentiality:

Eastern Research Group will not release your name or information that could identify you as part of this interview process or in our subsequent reports to NOAA NWS.

Notwithstanding any other provisions of the law, no person is required to respond to, nor shall any person be subjected to a penalty for failure to comply with, a collection of information subject to the requirements of the Paperwork Reduction Act, unless that collection of information displays a currently valid OMB Control Number.