

Appendix B. Usability testing script, External

Setup

- Plan for a 45-minute session with each participant individually.
- Agenda: introduction, initial impressions, brief exploration, specific tasks, general final questions, follow-up topics from session, closing
- Session will be conducted as a Skype video call. Each session will be recorded for future viewing.
- Participant will view the IRMHB Redesign AxureShare Homepage.
- Participant will view webpage mock-ups, sharing screen, and sharing thoughts aloud.
- One or two Northrop Grumman and DGMQ observers will be on the call observing and taking notes.
- Facilitator will send participants links to the IRMHB website and AxShare website to view webpage mock-ups.

Script (this will be used with external participants)

Introduction

Thank you for participating in this evaluation of the IRMHB website. Your feedback is valuable and will help us redesign the website, making it more effective and easier to use. To be clear, we are evaluating the current design and ideas for a new design. We are not evaluating you or your abilities in any way. Any difficulties you might have in using it show us where the website needs improvement.

We will first ask you questions about your use of the website. We can see what you are seeing on the website if you will share your screen. Will you do that now? [You may need to explain how.] I'd like you to share your thoughts aloud as you navigate through the IRMHB website. Some other people are on the call to observe this session and take notes. With us now we have [names]. We will also video-record this call, so we can review it later. All of our videos will be destroyed once the project is completed. You can choose not to answer any questions and can stop participating at any time.

Please be candid in your feedback. We invite you to think out loud. It won't hurt our feelings; we encourage you to share your thoughts, reactions, and questions as they come. I probably won't answer questions until after the evaluation so that I don't influence it. We will not identify you personally in any reports. Your responses will be aggregated with those from other participants.

Before we get started, do you have any questions or concerns?

Public reporting burden of this collection of information is estimated to average 60 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB Control Number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to CDC/ATSDR Reports Clearance Officer, 1600 Clifton Road NE, MS D-74, Atlanta, Georgia 30333; ATTN: PRA 0920-1071

If you're comfortable proceeding, please share your screen, and we'll get started.

Current Website Experiences (<https://www.cdc.gov/immigrantrefugeehealth/index.html>)

- What is your relation to IRMHB?
- How often do you visit the IRMHB website?
- What pages do you visit?
- Could you show me how you get to the page you use most often?
- What information are you looking for when you go to the page?
- Is anything missing from this page?
- Before we dive deeper into this site, are there any changes you would make to this page?

Specific Tasks - External

For this next part, I'll ask you to complete some tasks using the IRMHB website and then ask you some questions. Please share your thoughts candidly along the way.

- Please navigate to [x].
 - *[What approach did participant take to navigate to this information? Any issues finding this?]*
 - How easy was it to get to the [x] information?
 - What do you think about the [specific feature]?
 - What do you think about the information available for [x]?
 - Was it helpful to have [x] displayed?
 - How clear is the process for [x]?
 - What do you think about the information available for [x]?
 - How do you know that [x]?
- Please locate [y].
 - *[What approach did participant take to navigate to...? Any issues finding this?]*
 - How easy was it to get to the place where you [y]?
 - How easy was it to [complete relevant task or subtask]?
 - What do you think about the [specific feature]?
 - What do you think about the information available for [y]?
 - Was it helpful to have [y] displayed?
 - How clear is the process for [y]?
 - What do you think about the information available for [y]?
 - How do you know that [y]?

For this next part, I'll ask you to complete some tasks using a mock-up of a new design for this content area and then ask you some questions. Please share your thoughts openly along the way.

Additional Activities/Tasks include the following:

- Where would you find [CDC topic]?
- Where would you find information on [CDC topic]?
- Where would you look to find [CDC topic]?
- What would you select to find [CDC topic]?
- Find information on [CDC topic].
- How would you find information on [CDC topic]?
- What does this [CDC topic label] mean to you?
- How would you find information for [CDC topic audience]?

- How would you go back to the homepage?
- How would you go up a level?
- What site are you on?
- What is the page name?

General Questions

- Now that you have completed some of your day-to-day tasks using the current IRMHB website, what is your overall impression of it?
- What did you like about the mock-ups for the new design?
- What did you dislike about the mock-ups?
- Did you have any trouble using the mock-up version?
- Which version did you like the best?

Navigation

- How would you rate the ability to find what you are looking for? (1 to 5 star scale)
- How would you rate the ease of moving around the site? (1 to 5 star scale)
- Do you have any recommendations to make the navigation better?
- Do you have any recommendations to make the site better?

Closing Questions

- Do you have anything else you'd like to share about your experience with the website?
- Do you have any questions for us?

Follow-Up Topics

- *[Any topics arising in the session that need follow-up]*

Closing

Thank you again for your time and your feedback! It will help us to redesign the IRMHB website to make it better for its users. Feel free to contact me if you have any other comments about the application or this evaluation.