

## Usability Instrument

### Script Questions for the General Audience

OMB Control Number: 0925-0648

Expiration Date: 03/2018

Public reporting burden for 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: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0648). Do not return the completed form to this address.

- Task 1: Please explore the following page (URL: <https://www.nlm.nih.gov/exhibition/outsideinside>) and share your initial impressions and thoughts outloud.
- Task 2: Please find the items for viewing online that are related to this exhibit.
- Task 3: Please view the details for one of these items.
- Task 4: View a larger version or portion of the image?
- Task 5: Find the transcript for the image.
- Task 6: Please view the details for other images in this collection.
- Follow up questions:
  - Please comment on the icons and what you think they mean or what you thought they meant.
  - Is there information that you were expecting and do not see?
  - Is there information that you would look for but can not find?
  - Does the page have the functionality that you expected or need?
  - On the main navigation bar, there is a link to the Digital Gallery. What do you think is will be on the Digital Gallery page?

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- Task 7: Please find the details for one of the images in the Digital Gallery
  - Task 8: Please find more information about this image.
    - Follow up questions:
      - Is there information that you were expecting and do not see?
      - Is there information that you would look for but can not find?
      - Does the page have the functionality that you expected or need?
  - Task 9: Please find a lesson plan for students in 8th grade.
  - What organization does this site belong to?
  - Please take some time to explore the site. Are there any additional thoughts you would like to share about this website?
  - Task 10: To conclude this session, please complete the online survey at: (URL:xxxx)

## Script Questions for Educators

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- Task 1: Please explore the following page: (URL: <https://www.nlm.nih.gov/exhibition/graphicmedicine/education-lessonplan1.html> ) and share your thoughts outloud.
- Follow up questions:
  - As an educator, do you have all the materials you need to conduct this lesson?
  - As an educator, is there information that you were expecting and do not see?
  - If you were to share the vocabulary that was listed for this page how would you go about donig that?
- Task 2: Please find additional educational resources on the site.
- Task 3: Please find the home page and share your initial impressions and thoughts outloud.
- Task 4: Please find the items for viewing online that are related to this exhibit.
- Task 5: Please view the details for one of these items.
- Task 6 View a larger version or portion of the image?
- Task 7 Find the transcript for the image.
- Task 8: Please view the details for other images in this collection.
- Follow up questions:
  - Please comment on the icons and what you think they mean or what you thought they meant.
  - Is there information that you were expecting and do not see?
  - Is there information that you would look for but can not find?
  - Does the page have the functionality that you expected or need?

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- Task 9: Please go to the following page (URL: <https://www.nlm.nih.gov/exhibition/outsideinside>) On the main navigation bar, there is a link to the Digital Gallery. What do you think is will be on the Digital Gallery page?
  - Task 10: Please find the details for one of the images in the Digital Gallery.
  - Task 11: Please find more information about this image.
  - Follow up questions:
    - Please comment on the icons and what you think they mean or what you thought they meant.
    - Is there information that you were expecting and do not see?
    - Is there information that you would look for but can not find?
    - Does the page have the functionality that you expected or need?
  - What organization does this site belong to?
  - Please take some time to explore the site. Are there any additional thoughts you would like to share about this website?

Task 12: To conclude this session, please complete the online survey at: (URL:xxxx)

## Script Questions for Researchers

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- Task 1: Please explore the following page (URL: <https://www.nlm.nih.gov/exhibition/outsideinside/digital-gallery.html>) and share your initial impressions and thoughts outloud.
- Task 2: Please find the details for one of the images in the Digital Gallery
- Follow up questions:
  - As a researcher, please comment on the icons and what you think they mean Is there information that you were expecting and do not see?
  - As a researcher, is there information that you would look for but can not find?
  - As a researcher, does the page have the functionality that you expected or need?
  - How would you share the information about one of these assets with a colleague.
- Task 2 Please find the home page and share your initial impressions and thoughts outloud.
- Task 3 Please find the items for viewing online that are related to this exhibit.
- Task 4: Please view the details for one of these items.
- Task 5: View a larger version or portion of the image?
- Task 6: Find additional information for the image.
- Task 7: Please view the details for other images in this gallery.
- Follow up questions:
  - Please comment on the icons and what you think they mean or what you thought they meant.
  - Is there information that you were expecting and do not see?
  - Is there information that you would look for but can not find?

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- Does the page have the functionality that you expected or need?
  - Task 7: Please find a lesson plan for students in 8th grade.
  - What organization does this site belong to?
  - Please take some time to explore the site. Are there any additional thoughts you would like to share about this website?

Task 8: To conclude this session, please complete the online survey at: (URL:xxxx)

## Online Survey for All Audiences

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1. Have you visited the websites shown for testing before today? (Yes, No)
2. Was the website easy to use? (1- strongly disagree to 5- strongly agree)
3. It is easy to navigate within the website. (1- strongly disagree to 5- strongly agree)
4. It is easy to find the information I need. (1- strongly disagree to 5- strongly agree)
5. The information provided by the website is easy to understand. (1- strongly disagree to 5- strongly agree)
6. The organization of information on the websites pages is clear. (1- strongly disagree to 5- strongly agree)
7. This website has all the functions and capabilities I expect it to have. (1- strongly disagree to 5- strongly agree)
8. The information on the website is credible and trustworthy. (1- strongly disagree to 5- strongly agree)
9. I am likely to recommend this website to a friend or colleague. (1- strongly disagree to 5- strongly agree)
10. I found the website to be attractive. (1- strongly disagree to 5- strongly agree)
11. I will likely visit this website in the future. (1- strongly disagree to 5- strongly agree)
12. The website has a clean and simple presentation. (1- strongly disagree to 5- strongly agree)
13. Overall, I am satisfied with this website. (1- strongly disagree to 5- strongly agree)
14. Please share any other feedback that you feel will help improve the site. S (multi-line text field)
15. Select all the words that are descriptive of the website you just evaluated. (checkboxes)
  - Accessible
  - Advanced

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- Annoying
  - Appealing
  - Approachable
  - Attractive
  - Boring
  - Businesslike
  - Busy
  - Calm
  - Clean
  - Clear
  - Collaborative
  - Comfortable
  - Compatible
  - Compelling
  - Complex
  - Comprehensive
  - Confident
  - Confusing
  - Connected
  - Consistent
  - Controllable
  - Convenient
  - Creative
  - Customizable
  - Cutting edge
  - Dated



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- 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

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- 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

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- Organized
  - Overbearing
  - Overwhelming
  - Patronizing
  - Personal
  - Poor quality
  - Powerful
  - Predictable
  - Professional
  - Relevant
  - Reliable
  - Responsive
  - Rigid
  - Satisfying
  - Secure
  - Simplistic
  - Slow
  - Sophisticated
  - Stable
  - Sterile
  - Stimulating
  - Straightforward
  - Stressful
  - Time consuming
  - Time saving
  - Too technical

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- Trustworthy
  - Unapproachable
  - Unattractive
  - Uncontrollable
  - Unconventional
  - Understandable
  - Undesirable
  - Unpredictable
  - Unrefined
  - Usable
  - Useful
  - Valuable