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ClinicalTrials.gov User Testing 2021

Section 1: Welcome

Hello. Thank you very much for taking the time to review the website and talk with me about it today. You are here to help the National Library of Medicine (or NLM for short) improve their website on clinical trials. The National Library of Medicine is one of the National Institutes of Health. It is also the world's largest biomedical library, and an organization that produces electronic information resources on a wide range of topics that are searched by millions of

This is a voluntary interview. This means you can choose to take part or not. If you choose to take part, you can stop the interview at any time. You can also skip any questions.

Section 2: Questions

First, I'll ask some general questions.
1. Did you read all of the website before today's call?
2. Do you recall how long it took to read the website?
3. Were there any parts that you did not read or skimmed?
   a. If yes, which parts?

Now, I'd like to ask a few questions about what you recall from the website. If you have the website open right now, please minimize or close it for this part. This might feel like a quiz, but I'm not grading your responses. If you don't know an answer, please let me know and we'll move on to the next question.

4. What is the purpose of this website?
   a. What can people do on this website?
5. Who do you think this website is for?
   a. Who uses this website?
6. Who created this website?
7. Does the government approve the research studies that are listed on this website?
8. In your own words, what is a clinical trial?
9. Think about the entire website. What words would you use to describe it?
10. How did you feel when you first started reading through it?

11. Did your feelings change at any point as you read through it?
    a. If yes, how?
12. Did you have any trouble reading parts of the website because of the size of the words or colors?
    a. If yes, which parts.

Now, I'll ask some questions about the look and design of the website.
13. What is your overall impression of the look and design?
14. What are your thoughts on the graphics and pictures? Do they help you understand?
    a. Do you prefer actual photos or illustrations?

Next, I want to hear your thoughts on specific information in the website.
15. What was the most important information on the website?
    a. Why?
16. What was the least important information?
    a. Why?
17. Were you left with any questions after reading the website?
    a. What questions?
18. Was there any information you expected to see, but was missing?
    a. Which info and why?
19. Was there any information you think was not helpful or useful, and could be removed?
    a. Which info and why?
20. What would you or your friends and family do differently in their lives after reading this website?

Let's look at the homepage.

21. What is your overall impression of the homepage?
    a. Do you have any feelings on the colors, layout, icons, amount of information, etc.
22. Were there parts of this page that you found hard to understand? Any words or sentences that were confusing?
    a. Which parts and why? (probes: unclear, unfamiliar language, confusing, etc)
23. Were there parts that you felt were very clear?
    a. Which parts and why?
24. What do you think you'll find at each of the tabs in the top navigation menu?
    a. Find studies
    b. About
    c. Resources
    d. Submit or edit a study record

Now, let's look at the "Learn about studies" page.
25. What is your overall impression of this page?
    a. Do you have any feelings on the colors, layout, icons, amount of information, etc.
26. Were there parts of this page that you found hard to understand? Any words or sentences that were confusing?
    a. Which parts and why? (probes: unclear, unfamiliar language, confusing, etc)
27. Were there parts that you felt were very clear?
    a. Which parts and why?

28. What is your impression of the graphics on this page? (table comparing types of studies)
29. Think about the order of information on this page: would you change the order of any of the information, such as to group it differently?

Now, let's look at the "Background" page.

30. What is your overall impression of this page?
    a. Do you have any feelings on the colors, layout, icons, amount of information, etc.
31. Were there parts of this page that you found hard to understand? Any words or sentences that were confusing?
    a. Which parts and why? (probes: unclear, unfamiliar language, confusing, etc)
32. Were there parts that you felt were very clear?
    a. Which parts and why?
33. What is your impression of the graphics on this page? (what is ClinicalTrials.gov, agencies, timeline)
34. Think about the order of information on this page: would you change the order of any of the information, such as to group it differently?

I have just a few more questions that will help us know more about you and others who gave feedback. These will help us, but not identify you in anyway.

I'm going to ask how often you do certain activities. Please try to answer using Never, Sometimes, Often, or Always to tell us how often you do each one.

a.	How often do you find or look for health information	**Never**	**Sometimes**	**Often**	**Always**
b.	Understand information about your health	**Never**	**Sometimes**	**Often**	**Always**
c.	Evaluate how health information relates to your life (**If asked** --- for example, decide if and how information is relevant to your life)	**Never**	**Sometimes**	**Often**	**Always**
d.	Communicate about your health to others	**Never**	**Sometimes**	**Often**	**Always**
e.	Act on information about your health	**Never**	**Sometimes**	**Often**	**Always**

35. Would you say that in general your health is…?
    a. Excellent
    b. Very good
    c. Good
    d. Fair
    e. Poor