There are two ways to submit data to this data collection. The first is to participate in a user-centered design study via Zoom. The second is to participate in a trial of the website and provide written feedback to a fillable form. The questions for that are in the second half of this document.

Questions for the user-centered design study

Below are the interview questions we use during a Zoom interview.

-----Begin script-----

Hello. My name is Ashley Sanders-Jackson. I am working with the Office of Climate Change and Health Equity, which you may know as OCCHE. We are doing a major website redesign of a tool for emergency preparedness professionals to help their healthcare facilities improve their resilience and sustainability to climate hazards. I am here to ask you for some feedback. Unless you object, I am going to record this session so that I can make sure that I don't miss anything. (Pause of objection and if none is given, start recording). In addition, please know that you can leave at any time and the results of this data collection will be analyzed in aggregate and not associated with your name or organization. Do you have any questions (pause). Super, let's get started.

First, I am going to give you a few minutes to look through the website link that I put in the chat in general.

What's your overall impression, the good and the bad?

What needs to be changed?

What do you like the best?

Next, I'd like to try and ask you to do two tasks. The goal of this to evaluate the quality of our navigation. [Participants will be randomly assigned two of the three tasks below, the task number and associated questions are denoted using []. All questions in each task will be asked of the participant assigned to that task].

[Task 1] I would like your impression of the introductory content. When you click on the page labeled (update as final design is in place), can you explain what the toolkit is designed to do?

[Task 1] What was easy to find and what was hard?

[Task 1] How should we update this information to make it more useful/usable?

[Task 2] This task is to find information about how to prepare your infrastructure and operations for the hazard of our choice.

[Task 2] What was easy to find and what was hard?

[Task 2] How should we update this information to make it more useful/usable?

[Task 3] This task is to find and browse the case studies, find one that interests you, and identify two climate resilience activities that are highlighted in that case study.

[Task 3] What was easy to find and what was hard?

[Task 3] How should we update this information to make it more useful/usable?

Did you learn anything new about climate resilience planning from this website?

Is there another question that I didn't ask that I should have?

We really appreciate the time you took to provide feedback on this website. We're doing our best to make it work better and it is really helpful to understand user experiences. Thank you! (End recording)

-----End script----

Below are the interview questions that will be available as a fillable form.

-----Begin fillable form-----For electronic submission only.

In the Office of Climate Change and Health Equity (OCCHE) we are doing a major website redesign of a tool for emergency preparedness professionals to help their healthcare facilities improve their resilience and sustainability to climate hazards. We are asking for you to go through the website and provide feedback. Please know that you can leave at any time and the results of this data collection will be analyzed in aggregate and not associated with your name or organization.

First, I am going to give you a few minutes to look through the website link that I put in the chat in general.

What's your overall impression, the good and the bad?

What needs to be changed?

What do you like the best?

Next, I'd like to try and ask you to do two tasks. The goal of this to evaluate the quality of our navigation.

I would like your impression of the introductory content. When you click on the page labeled (update as final design is in place), can you explain what the toolkit is designed to do?

What was easy to find and what was hard?

How should we update this information to make it more useful/usable?

This task is to find information about how to prepare your infrastructure and operations for the hazard of our choice.

What was easy to find and what was hard?

How should we update this information to make it more useful/usable?

Did you learn anything new about climate resilience planning from this website?

Is there another question that I didn't ask that I should have?

We really appreciate the time you took to provide feedback on this website. We're doing our best to make it work better and it is really helpful to understand user experiences. Thank you! You can email this completed form to Ashley Sanders-Jackson (Ashley.Sanders-jackson@hhs.gov).

-----End fillable form----