

Appendix C: Usability Testing Script, Internal CDC staff

| | |
|---------------------------------|--|
| Interviewer Name: | |
| Note Taker Name: | |
| Date/Time: | |
| Location: | |
| Unique Interviewee Code: | |
| Consent Obtained: | |

Interviewer – Please sign and date on the last line of the box above to confirm that consent has been obtained.

Setup

- Plan for 30- to 45-minute session with each participant individually.
- Facilitator will bring laptop for participant's use.
- Agenda: introduction, initial impressions, brief exploration, specific tasks, general final questions, follow-up topics from session, closing
- Interview will be conducted in person 1:1, or if not available in person, via Skype video call. Each session will be recorded for future viewing.
- Participant will view the IRMHB Redesign AxShare Homepage.
- Participant will drive the application, sharing screen, and sharing thoughts aloud.
- A few DGMQ observers will be in the session taking notes.

Script (this will be used with all CDC staff participants)

Introduction

Thank you for participating in this interview and evaluation of the IRMHB homepage. Your feedback will be valuable and will help us as we redesign the IRMHB website to be more effective and easier to use. To be clear, we are evaluating the mock-up design. We are not evaluating you or your abilities in any way. Any difficulties you might have in using it reflect the website design. By sharing difficulties you encounter when looking for content, you help us identify areas for improvement.

We will be using the IRMHB Redesign AxShare Homepage for this evaluation. I'll have you look over and navigate the homepage. I'd also like you to share your thoughts aloud as you use the site to do specific tasks or find specific content. We will have some other people in the room observing this session and taking notes. With us now we have [names]. We will also be video recording this session so we can review later. All of our videos will be destroyed once the project is completed.

Please be candid in your feedback. We invite you to think aloud and put your brain on speakerphone. It won't hurt our feelings, and we encourage you to share your thoughts, reactions, and questions aloud 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. We have other participants giving us feedback, and all responses will be aggregated. Your name, title, or station will not be used in any reports, publications, or presentations.

Appendix C: Usability Testing Script, Internal CDC staff

Participating in this discussion is completely voluntary. Your decision to participate or not and any information you provide will not affect your performance review or anything else related to your employment at CDC. You can choose not to answer any questions and can stop participating at any time. We expect you to spend about 30-45 minutes total participating in this discussion.

Do you agree to participate?

Interviewer – Please circle participant's response: **YES** **NO**

Interview Questions and Usability Tasks

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

Let's begin:

1. Tell me about your role in IRMHB.

Now I'll ask you some questions about the IRMHB homepage.

2. Tell me about your experience with the IRMHB homepage.
 - a. How do you use it?
 - b. When do you use it?
 - c. Why do you use it?
 - d. What sections do you use most frequently?
 - e. What IRMHB sections do you use in your most important tasks?
3. In what ways might the IRMHB homepage be used that it's not already being used?

Now I'd like you to go ahead and open the homepage screen. [rcw3kv.axshare.com]

Take a minute to look over the homepage. Feel free to scroll around the screen.

4. What are your initial impressions about this homepage?
5. What do you think of the look of the site?

Now, let's consider the organization of the content.

6. Are the headers clear in their meaning?
7. What do you think the link [TOP-LEVEL SUB-PAGE TITLES] contains/leads to? (Interviewer will provide 3 links for interviewee based on their team.)

Great. Now we are going to focus on functionality.

8. To the best of your ability, please navigate to X [your important task from Q2.e].
 - a. How easy was it to find that information?
 - b. Was that information located in a logical place?
9. Please navigate to [x].
 - c. [What approach did participant take to navigate to this information? Any issues finding this?]
 - d. How easy was it to get to the [x] information?
 - e. What do you think about the [specific feature]?
 - f. Was it helpful to have [x] displayed?

Appendix C: Usability Testing Script, Internal CDC staff

- g. How clear is the process for [x]?
- 10. How did you know that [x] would be located there?
- 11. How would you rate:
 - h. Ease of navigation
 - i. Ease of using left/top/or section/ navigation
 - j. Ability to find what you were looking for
 - k. Ease of moving around the site
 - l. Labels
 - m. Visual design
 - n. Organization of the site
 - o. Images or graphics
- 12. Do you have any recommendations to make the navigation better?
- 13. Is the amount of information included on the homepage sufficient?
 - p. If not, what areas need to be added?
 - q. What needs to be expanded?

Now we are going to focus on recommendations for the content.

- 14. What kinds of problems could you see users having when using the homepage?
- 15. What information would you like to see on the IRMHB homepage?
- 16. Do you have any recommendations to make the site better?
 - a. Are there any parts that you would not use?
 - i. Why or why not?

General Questions

- Are there any additional features, functionality, or information that could be helpful to you or the people you serve?
- Is there anything else we didn't cover that you would like to discuss?
- 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 improve IRMHB's website to make it better for its users. Feel free to contact me if you have any other comments about the homepage or this evaluation.

If you have any ideas or additional feedback in the coming weeks, please feel free to email me at [email] and I'll share your comments with the IRMHB Redesign Team.

Thanks again for your time.

Interviewer – Please circle participant's response below.

Follow-up questions: YES NO