

Usability evaluation questionnaire ¹

Web Design Survey				
Evaluation Number:	(leave blank added later)			
About you;				
A1. Gender	- Male ⁰	- Female ¹		
A2. Age				
- 18-30 ¹	- 31-40 ²	- 41-50 ³	- 51-60 ⁴	- 60+ ⁵
A3. How experienced are you in using the internet?				
- Very experienced ⁴	- Some experience ³	- Limited experience ²		- No experience ¹
A4. Is English your primary language?		- Yes ²	- No ¹	
A5. If not, which language is your primary language?				
A6. On a scale of 1 to 5 where 1 is never and 5 is frequently please indicate how often you have searched for health information on the Internet				
- 1 Never	- 2 Occasionally	- 3 Often	- 4 Very often	- 5 Frequently
A7. If you have used the Internet to search for health information who did you search for, you can tick more than one box?		Self -	Family member -	Friend -
A8. Please describe briefly the type of information you searched for (eg diet/exercise, medications, specific disease)				
A7. Please indicate by ticking one or more of the boxes below, how you have used the Internet to search for health information.				
- used a search engine (e.g. Google)	- used an Australian health web site	- used an international health website		

Web site URL		
Task: Please think of a health issue that is important to you, a friend or a family member. Using the health website above search for information on that topic and when finished answer the following questions.		
General.		
G1. Were you able to find information on the topic you wanted information on?	- Yes ²	- No ¹
• Was enough information on the topic provided?	- Yes ²	- No ¹
• Would you use this website again to search for other health information?	- Yes ²	- No ¹
G2. If you would not use this website again please explain why not?		
G3. What was the best feature or part of the website?		
G4. What was the worst feature or part of the website ?		
Finding relevant information		
F1. Describe any problems you had finding relevant information was the information useful?		
F2. Did you use the search facility if one was available?	- Yes ²	- No ¹
D1. Were there any aspects of the website that caused confusion or slowed down your retrieval of information?	- Yes ²	- No ¹
D2. Describe any problems you experienced.		
N1. Were you able to easily return to the home page?	- Yes ²	- No ¹
N2. Did you get lost at any stage during your exploration of the site?	- Yes ²	- No ¹
Quality of information		
Q1. Was there anything else you wanted to know but could not find out from the site?	- Yes ²	- No ¹
Q2. Did you believe the information on the website was up to date?	- Yes ²	- No ¹
Q3. Did you trust the information provided on the website?	- Yes ²	- No ¹
Q4. Please comment on the quality of the information you read.		
Ease of use		
E1. Describe any problems you experienced with using this website.		

E2. On a scale where 5 equals totally engaged and 1 is totally disinterested, overall how would you describe your experience using this site? Tick the box.

Totally disinterested *Neither engaged nor disinterested* *Totally engaged*

1 2 3 4 5

E5. Were you at any stage frustrated using the site? - Yes² - No¹

E6. If you were frustrated please describe what caused the frustration

E7. Indicate by ticking the appropriate circle the level to which you agree or disagree with the following statements;	Strongly Agree ⁵	Agree ⁴	Neither Agree nor Disagree ³	Disagree ²	Strongly Disagree ¹
E7.1 The size of the text was easy to read					
E7.2 The text was displayed in a way that was easy to read					
E7.3 It was easy to navigate through the site					
E7.4 The site was easy to use					
E7.5 Generally there was too much information on the screen					
E7.6 The language used was easy to understand					
E7.7 The design of the interface was appealing					
E7.8 The graphics on the site were appealing					
E7.9 Different parts of the interface such as the icons were consistent					
E7.10 All the information I required to complete the task was on the website					
E7.11 The number of steps required to get to the information I wanted was acceptable					
E7.12 It was easy to find information on the topic that was relevant for me					
E7.13 I found the Website useful					
E7.14 I understood the terminology used on the website					
E7.15 I felt confident about the reliability and quality of the information provided					
E7.16 I found the search function useful in helping me locate relevant information					
E7.17 I trusted the information on the Website					

The following are all possible features that may help you search for health information. Thinking about what you need to help you find the most relevant information please indicate on a scale of 1 (not important) to 5 (very important) how important each of the following features are.

Feature	Rating
S1. Features such as newsletters, e-mail, feedback from a professional	
S2. Personalisation for example asking your preference for information, your age, gender any other information about your search that relates to you	
S3. Choice of information type for example being able to choose medical /scientific information or information in simple language or personal stories	
S4. Spell check: for example offering a list of options if a word is spelt incorrectly	
S5. A list of terms to help you refine your search	
S6. Search engine: An option to enter a search word or term to help find information	

S7. Thinking about your experience searching for health information using these two websites what do you think would make using a health website better?

S8. Describe any other features you liked that you might have seen from the other medical/health sites, which made them attractive or useful to you.

Health Connect Australian Government Department of Health and Ageing: www.health.gov.au
Medline (national Library of Medicine): <http://medlineplus.gov/>
Hon Health on the Net Foundation: <http://www.hon.ch>
Healthinsite Commonwealth Government of Australia: www.healthinsite.gov.au
Mayo <http://www.mayoclinic.org/>