

## What to Test/Notetaker's Guide

**Date(s):**

[Dates of test sessions]

**Location:**

[Address]

[Room Number]

[City, State]

What to Test/Notetaker's Guide for [Site]  
[Date]  
[Location]  
Web Site: [URL]

Notetaker \_\_\_\_\_  
Date \_\_\_\_\_  
Participant # \_\_\_\_\_ Time \_\_\_\_\_

**Purpose:**

The purpose of this test is to learn how well a representative sample of [target audience] can interpret and use the [site]. Areas of the site that will be evaluated for performance and overall user satisfaction include the: architecture, navigation, terminology, and its ability to meet expectations.

**Introductory Questions & Tasks**

[You may wish to customize this section for general questions about your site]

- Have you heard of [site]?  Yes  No  
If so, tell me what you know about them.
  
- Bring the test participant to [site]. **Ask:** "Just from looking at this site, what kinds of information do you think you could get from this site? Please be specific."
  
- Who do you think this site is designed for? Why? (*Probe: public, health professionals, etc.*)
  
- Who manages this site?

## Scenarios

[Three are presented here; you may wish to add another 7-10 scenarios.]

### Scenario 1 – Exercise/Sports; Fitness

*You've heard that many people get injured due to bike accidents. You want to know if wearing a bike helmet will reduce your chance of injury. Where would you look for this information?*

Pathway(s)	Success (Circle 1)	Notes/Observations
Safety and Wellness → Exercise/Sports → MLP – Sports injuries  OR  Safety and Wellness → Safety → HF – General  OR  [Add more as needed]	0 Not completed  1 Completed with difficulty or help  2 Easily completed	(Note why was the user successful or not successful, e.g., wrong pathways, confusing page layout, navigation issues, terminology)

**Scenario 2 – Diseases & Conditions**

*You want to create a diabetes education program at your organization to increase awareness about what diabetes is and how to prevent it. Where would you get this information?*

Pathway(s)	Success (Circle 1)	Notes/Observations
Diseases & Conditions → CDC Health Topics A-Z  OR Healthfinder → [term]  OR [Add more as needed]	0 Not completed  1 Completed with difficulty or help  2 Easily completed	(Note why was the user successful or not successful, e.g., wrong pathways, confusing page layout, navigation issues, terminology)

### Scenario 3 – Self-Directed Activity

Now, we'd like to hear about how you might use this site. Please identify an item that you would be interested in finding on this site. Please state your question and then search for the answer. Let me know when you've found the information.

Write the participant's question:

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Pathway(s)	Success (Circle 1)	Notes/Observations
	0 Not completed  1 Completed with difficulty or help  2 Easily completed	(Note why was the user successful or not successful, e.g., wrong pathways, confusing page layout, navigation issues, terminology)

[You may wish to add another 7-10 scenarios.]

## Exit Questions/User Impressions

[You may wish to customize this section for general questions about your site]

- What is your overall impression to [site]?
- What is your impression of the search capability?
- Do you feel this site is current? Why?
- What did you like best about the site?
- What did you like least about the site?
- If you were the website developer, what would be the first thing you would do to improve the website?
- Is there anything that you feel is missing on this site? (*Probe: content or site features/functions*)
- If you were to describe this site to a colleague in a sentence or two, what would you say?
- Do you have any other final comments or questions?