**Appendix J**

**Title**: User Evaluation Questionnaire

**Relevance**: A custom questionnaire we asked surveyees to fill out while performing an evaluation of our user search. The results of each questionnaire carried out can be found in Appendix G.



**AC41004 Industrial Project**

**Team 4**

**User Evaluation Questionnaire**

**This questionnaire will guide you through a series of test scenarios for interacting with the web portal of *CompareTheHealthcare.com.* Read the given scenarios and, for each one, answer the questions that follow by circling your answer.**

**General Questions 1**

Have a go testing the web portal to get used to it and how it functions. Limit yourself to testing the search functionality only and try a few search queries based on procedures or illnesses you theoretically may have. Once you’ve done this, answer the following questions.

1. How visually appealing is the website?

* Extremely appealing
* Very appealing
* Somewhat appealing
* Not so appealing
* Not at all appealing

2. Does the website provide:

* Too much information
* Right amount of information
* Too little information

3. What further information do you think could be provided?

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4. How likely would you use the website if it were relevant to you?

* Extremely likely
* Very likely
* Somewhat likely
* Not so likely
* Not at all likely

**Scenario 1**

You are an American citizen living without medical insurance in the state of Texas (zip code 75189). After a hard shift at work, you’ve arrived home and found yourself suffering from some chest pain. Use the web portal to find a procedure that’s right for you and fill out the questions below:

1. Write your exact search term below.

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1. Write the name of the top search suggestions that came up when you finished typing in your search.

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1. Did your search run as expected? **Yes/No**
2. If you said **Yes** to the above, write hospital you selected and for which price.

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**Scenario 2**

You are an American citizen insured by Medicare. Yesterday, you slept past your alarm and woke up realising you were late for work. In your haste to leave the house, you accidentally smack your head against your front door. Since then, you’ve been feeling faint and not as focused as usual. Use the web portal to find a procedure that could help you and fill out the questions below:

1. Write your exact search term below.

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1. Write the name of the top search suggestions, if any, that came up when you finished typing in your search.

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1. Did you manage to find a procedure to help you? **Yes/No**
2. If you said **Yes** to the above, write hospital you selected and for which price.

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**General Questions 2**

Finally, please answer the last few questions.

4. How easy was it to navigate through the website?

* Very easy
* Easy
* Neither easy nor difficult
* Difficult
* Very difficult

5. Which features did you like about our website?

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6. What would you most like to see improved about this website?

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7. Anything you disliked about the website?

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8. Any further comments?

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**QUESTIONNAIRE COMPLETE**

**THANK YOU FOR TAKING THE TIME TO FILL IT IN!**