

# Appendix of Health Cards for Consumer Health Search

**Table A: Perception questionnaire items, from Kelly et al. [1]. Unless specified, options for each item ranged from 1 (very [neg]) to 5 (very [pos]). Where the [neg], [pos] labels were contextualised to the items, e.g. for item 1, [neg]=uninterested, [pos]=interested.**

Items
<b>Interest &amp; knowledge</b>
(1) How interested are you to learn more about the topic of this scenario?
(2) How many times have you searched for information about the topic of this scenario? (1= never, 2= 1-2 times, 3= 3-4 times, 4= >5 times )
(3) How much do you know about the topic of this scenario? (1=nothing, 2=little, 3=some, 4=great deal)
<b>Perceived Task Understandability</b>
(5) How defined is the task in terms of the types of information needed to complete it?
(6) How defined is the task in terms of its expected solution?

**Table B: User experience questionnaire items, adopted from Kelly et al. [1]. Options for item 1 to 7 ranged from 1 (very [neg]) to 5 (very [pos]). Where the [neg], [pos] labels were contextualised to the items, e.g., for item 1, [neg]=difficult, [pos]=easy.**

Items
<b>Experienced Task Difficulty</b>
(1) How difficult was it to <i>understand</i> the information the system presents?
(2) How difficult was it to determine when you <i>have enough information</i> to finish the task?
(3) Overall, how <i>difficult</i> was this task?
<b>System Effectiveness Assessment</b>
(5) Did the system provide <i>sufficient information</i> to help me complete the task?
(6) How effective was the system in helping you to <i>find the right information</i> ?
<b>Satisfaction &amp; Workload Assessment</b>
(7) Overall, how <i>satisfied</i> are you with your solution to this task?
(8) How would you describe the work you have done to complete this task? (1=very hard, 2=hard, 3=neutral, 4=easy, 5=very easy)

**Table C: Exit questionnaire. Options for each items 1 to 4 ranged from 1 (strongly disagree) to 5 (strongly agree).**

Items
(1) The system was easy to use.
(2) The system provided me with useful information.
(3) Overall, the quality of the results displayed by the system is similar to those I experienced in my everyday interaction with general-purpose search engines like Google and Bing.
(4) Overall, I am satisfied with the system.
(5) Did you notice the health card when completing the tasks for which the card was displayed? (Yes or No)
(6) Did you use the health card when completing the tasks for which the card was displayed? (Yes or No)
(7) If you have searched for health information before, have you seen a health card before? <ul style="list-style-type: none"> <li>• I never used a search engine to search for health information before,</li> <li>• I never seen a health card before, or</li> <li>• Yes, I have seen a health card before</li> </ul>
(8) If you have seen a health card before, based on your previous experience, you consider health card as being: <ul style="list-style-type: none"> <li>• NOT relevant to my query or Relevant to my query</li> <li>• Difficult to understand or Easy to understand</li> <li>• NOT trustworthy or Trustworthy</li> </ul>

## REFERENCES

- [1] Diane Kelly, Jaime Arguello, Ashlee Edwards, and Wan-ching Wu. 2015. Development and evaluation of search tasks for IIR experiments using a cognitive complexity framework. In *Proceedings of the 2015 International Conference on the Theory of Information Retrieval (ICTIR'15)*. ACM, 101–110.