

Overview: Interview Results

Session 1

On the whole, interview participants answered the post-task and post-evaluation questions for all tasks as *Very easy to Easy*.

Both Participant 1 and 2 understood and navigated to the pages for Task 1 and 2 immediately. Both these tasks entailed use of the left side bar. They were able to do so because they understood the organization of the site and the terms – they understood that the task involved **Organ Systems** rather than **Body Basics**. They understood the difference between discussions and diagrams as well.

They did, however, have more incorrect menu choices for tasks that involved the tabs (Task 3 and Task 4) and hence, the organization. At first they thought that the page could be found in the organ systems section in the left sidebar. For Task 3, Participant 1 incorrectly chose **Anatomy of the Heart**; this may be because anatomy of the heart wording was in the scenario for the task. They did not realize that the task involved special functions that would be in a separate navigation menu. So it can be said that initially they did not understand the organization of the site with respect to these special functions. They paused and looked around the page longer than expected before they found the tabs at the bottom of the page; and did so only after they determined that the page they were looking for could not be accessed from the left sidebar navigation, or the top horizontal bar. Therefore, they understood the terms; they knew in which part of the website the information could not be found. For Task 4, Participant 2 had more wrong menu choices. After options in the left side bar were exhausted, Participant 2 looked to the tabs. Participant 2 was not sure if Congestive Heart Failure information would be found under **At the Clinic** or **Cross Section**, but correctly chose **At the Clinic**. Perhaps Participant 2 is not familiar with the condition Congestive Heart Failure. From the data I collected it was not clear why there was some confusion with this task. However, once both participants chose the correct tab, they had no problem navigating to the correct menu option.

Both Participants understood the Quiz icon and term.

Neither participant used the help functions (like Search, Glossary, Help, Features and Functions). Although Participant 1 did ask me if Search was the place to start for Task 1. I answered that it is up to the participant which page options are used. Participant 1 then decided to use the left side navigation menu.

Session 2

Participant 3 answered the post-task and post-evaluation questions for all tasks as *Very Easy to Easy*. Participant 4 answered the question most of the post-task and post-evaluation questions as *Very Easy to Neither Easy nor Difficult* with the exception of questions relating to the tabs, particularly for the first task involving them. For Task 3, Participant 4 answered *Difficult* concerning completion of the task and *Very Difficult* concerning finding the selection.

Both Participant 1 and 2 understood and navigated to the pages for Task 1 and 2 immediately. Both these tasks entailed use of the left side bar. They were able to do so because they understood the organization of the site and the terms – they understood that the task involved **Organ Systems** rather than **Body Basics**. They understood the difference between discussions and diagrams as well.

They did, however, have more incorrect menu choices for tasks that involved the tabs (Task 3) and hence, the organization. At first they thought that the page could be found in the organ systems section in the left sidebar. Both Participants 3 and 4 incorrectly chose **Anatomy of the Heart**; this may be because anatomy of the heart wording was in the scenario for the task. They did not realize that the task involved special functions that would be in a separate navigation menu. So it can be said that initially they did not understand the organization of the site with respect to these special functions. They paused and looked around the page longer than expected before they found the tabs at the bottom of the page; and did so only after they determined that the page they were looking for could not be accessed from the left sidebar navigation, or the top horizontal bar. Therefore, they understood the terms; they knew in which part of the website the information could not be found.

Both Participants understood the At the Clinic and Quiz icons and terms.

Neither participant used the help functions (like Search, Glossary, Help, Features and Functions).

While in the **Organ Systems** section of the website, Participant 4 asked to go back to the **Body Basics** section “To see what was there”.

Graphic Designer Consultation

The Graphic Designer liked the grid layout as well as the **Color** icon. The Graphic Designer found that the discussion icon was “too cryptic”, meaning it looked too much like text (which is my intent for the icon). The diagram icon looks like dominos, the suggestion is to make it look more like a film strip with squares rather than circles. The **At the Clinic** icon was understandable, but the **Cross Section** did not read as optimally as it could. The suggestion was made to have a one-to-one correspondence between the circles; perhaps make it look more like a magnifying glass, and to have the shapes be more irregular like an amoeba rather than circles. I asked about the **At the Clinic** icon – this icon was found to be understandable. But, the discussion and diagram icons along the bottom were perceived as too much information and the correspondence between icon and topic is not clear potentially causing confusion.