H.E-L.P
HOSPITALS' E-LEARNING and INFORMATION
EXCHANGE PORTAL

Website Analysis Grid

Name--

Date ----------------------------------   Time………………………….

Country-------------------------------------

Age …...........................

1.-What type of connection do you have to the Internet ?

        Dial-up connection …………..

        Direct connection DSl, ---------

        Broadb Band / cable…………

        Other…………………

2.- What is the URL of the Web page your are evaluating ?_____

3.-What is the name of the site ?

Part 1: Design and usage of the page

As you look at the questions below, put an X in the yes or no column for each question

1. Does the page take a long time to load?   Yes ☐   No ☐

       If yes, how much time

2. Does the page allow you to understand what it is and which organization it belongs to easily?
   Yes ☐ No☐

3. Are the pictures on the page helpful to understand the content of the page?   Yes ☐ No☐

4. Is each sector of the page labeled with a heading ?   Yes ☐ No☐

5. Did the responsible of the page sign his/her real name?   Yes ☐ No☐

6. Do you have contact information available, such as an e-mail address?   Yes ☐ No☐

7. Is there a date on the page that tells you when it was the last updated?   Yes ☐ No☐

8. Can you access common questions and answers quickly?

    Yes ☐ No☐

9. If you go to another page on the site, can you get back to the main page with one click?

    Yes ☐ No☐

10. If you go to another page on the site, is the navigation structure and the appearance of the website maintained (colors, fonts, logos)?

    Yes ☐ No☐

11. Do images and visible graphics help you navigate the website (ie do they provide clues to how to move from page to page)?

    Yes ☐ No☐

12.   Do you think the page helped you find quickly and easily the information you searched?   Yes ☐ No☐

Free text comments

Using the data you have collected above, write a paragraph explaining which functions from this page you will recommend to use in the HELP portal

Please indicate your preferences using a scale 1 to 3   indicating your first, second and third preferred alternative/solution

_____

_____

_____

Part 2 : Website content

1. Do pages have visible titles?   Yes □ No□
2. Does the title of a page tell you what the page is about?   Yes □ No□
3. Does the page make it clear who the main target group is?   Yes □ No□

4. Does the website contain important information about the organization?   Yes □ No□
5. Does the website contain information about the different levels of the organization e.g. clinics, laboratory, healthcare centers, specialists,?   Yes □ No□

6. Can you tell if the information on the website is up-to-date ?   Yes □ No□
7. Does the page highlight important, time-specific news, for example. in case of vaccinations, epidemics etc ?   Yes □ No□
8. Does the page provide links to other information sources (for example links to other healthcare services, social security insurance, public health policies)?   Yes □ No□
9. Does the page provide information about the number of patients waiting for an appointment, surgery or any other treatment?   Yes □ No□
10. Does the page allow to book appointments, surgeries or any other treatment?
                                                                                           Yes □ No□
11. Does the page allows you to send comments (for example by providing an email address or a form) to the editor responsible for the page to

    Improve the page   Yes □ No□
    Correct wrong or misleading pieces of information   Yes □ No□
    Report generic problems or errors with the page   Yes □ No□
12. Does information on the page contradict information you found elsewhere? Yes □ No□
13 Does the page use superlatives to present the organization: for example the best, the most important, etc   Yes □ No□
14 Does the page contain information about rules, payments, procedures that are important for the patients?   Yes □ No□
15 Does the page contain information that might be of interest to persons seeking employment such as available jobs, openings, etc
                                                                                           Yes □ No□
16 Does the page offer forms for requesting appointments or treatments for patient or future patients to download?
                                                                                           Yes □ No□

17 Does the page contain examples of forms to be filled in different situations?   Yes □ No□

Free text comments

Using the data you have collected above, write a paragraph explaining which functions from this page you will recommend to use in the HELP portal

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_____

_____

_____

Part 3 : Accessibility to services

1. Is the website accessible :

    a. Web browser   Yes ☐ No ☐ Did not test □

    b. Mobil phone   Yes ☐ No ☐ Did not test □

    c. iPad   Yes ☐ No ☐ Did not test □

    d. other (_____) Yes ☐ No ☐ Did not test □

If no, can you provide a short description of the issue: _____

2. Does the page require registration and a password to access classified information e.g. information about treatments, prevention programs etc ?   Yes ☐ No ☐

3. Is the page available in different languages?   Yes ☐ No☐

4. If yes, how many languages in addition to the native language?   _____

5. If yes, is your language one of these languages?   Yes □ No □

6. Does the website offer a blog, blog-like news, or any other constantly updated informational channel?
                                                        Yes □ No□

7. Does the website contain a list of frequently asked questions (FAQ)? Yes □ No□

8. Does the website offer information and advice from different practitioners?   Yes □ No□

Nurses, physicians,   Yes ☐ No☐

9. Does the website offer educational or informational videos to the patients?   Yes ☐ No☐

10. Does the website contain information about social communities or patients association name of the community/association, contact person, telephone number etc   Yes ☐ No☐

11. Does the website offer information about :

     a. Internal guide through the institution   Yes ☐ No

     b. maps and walk-in guides   Yes ☐ No☐

     c. Information about access to health system in different languages   Yes ☐ No☐

     d. Information about utilities (patients rules, payment)   Yes ☐ No☐

     e. Statistical information about patients treated per year   Yes ☐ No☐

     f. Outcomes   Yes ☐ No☐

     g. Available jobs   Yes ☐ No☐

Measuring time to learn, speed of performance, rate of errors by users, retention over time and subjective satisfaction

Search information about how to prepare for a surgery!

Time to learn :

How long does it take to learn how to search and find relevant information ? ……………..min

Speed of performance:

How long does it take to carry out the benchmark task ?   ……………..min

Rate or errors by users

How many and what kinds of errors you did before carrying out the benchmark task? ………min

How well do users maintain their knowledge about how to search after an hour

    1   2   3   4   5   6   7

Subjective satisfaction

How much did you like using various aspects of the interface?

1   2   3   4   5   6   7

Give example of the interfaces you liked

1.-

2.-

3.-

Was it a satisfactory and enjoyable experience

1   2   3   4   5   6   7

Provide a brief motivation: _____

How much did you like the following items:

The colors

1   2   3   4   5   6   7

Icons

1   2   3   4   5   6   7

Buttons

1   2   3   4   5   6   7

Numeric and formats

1   2   3   4   5   6   7

Weights and measures

1   2   3   4   5   6   7

Grammar and spelling

1   2   3   4   5   6   7

Choice of language

1   2   3   4   5   6   7

Choice of fonts

1   2   3   4   5   6   7

Audio

1   2   3   4   5   6   7

Video and films

1   2   3   4   5   6   7

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Free text

Using the data you have collected above, write a paragraph explaining which functions from this page you will recommend to use in the HELP portal

Please indicate your preferences using a scale 1 to 3   indicating your first, second and third preferred alternative/solution

_____

Do you want to add some specific comment or recommendation?

……………………………………………………..