Overview

Introduction
Tutorial created through cooperative efforts of the WHIC manager, volunteer coordinator, two Health Sciences Librarians, a graduate student, and a graduate intern.

19 months of iterative development

Goals
Reduce time required to train volunteers
Prepare volunteers to provide health information to consumers
Track learning through built-in self assessment tools

Learning Objectives
WHIC’s mission and procedures
Using information resources
Guiding customers to appropriate resources
When and where to refer information requests

Design

Designed to be easy for volunteers to navigate with minimal training. Design process included testing several layouts.

- Home Page
  - Headings link to lesson pages
  - Links to Front Page, next lesson, and Training Outline

- Lesson Page
  - The last section of each lesson is a quiz.
  - Links to quiz and quiz answers

- Training Outline
  - Headings link to sections for all lessons

- Quiz Popup Window
  - Links to sections within this lesson

Usability Testing

Process
Ten participants so far
“Think aloud” protocol captured thought process
Questionnaire administered

Preliminary Results
Positive feedback overall
Areas for improvement include wording of some questions, design of popup windows and links to online documents

Future Plans
New volunteers will use tutorial and provide feedback
Revisions will be made based on usability feedback and users’ suggestions
Generic module will be developed for sharing with others