

UCHealth Homepage User Test

Active Launched on Jan 9, 2020

[← Back to setup](#)

Overview **Analysis** Downloads Sharing

Participants **Questionnaire** Task results Clickmaps

Your questionnaire

Pre-study questions

Question 1

Radio button

Hide responses with no data
59 of 60 participants answered

Are you currently employed by UCHealth or its affiliates?

Answer	Percentage	Frequency	Filter responses
Yes	0%	0	Filter
No	100%	57	Filter

Question 2

Radio button

Hide responses with no data
59 of 60 participants answered

Are you currently employed in the health care industry?

Answer	Percentage	Frequency	Filter responses
Yes	5.3%	3	Filter
No	94.7%	54	Filter

Question 3

Checkbox select with other option

Hide responses with no data
59 of 60 participants answered

Who makes the doctor's appointments for your household? (Select all that apply)

Answer	Percentage	Frequency	Filter responses
I do.	98.2%	56	Filter
My spouse/partner.	24.6%	14	Filter
A family member, friend, or neighbor.	1.8%	1	Filter
Other	0%	0	Filter

Post-study questions

Question 1

Likert item

Hide responses with no data
57 of 60 participants answered

Overall, how would you say you liked the "look" of the website you saw?

Answer	Percentage	Frequency	Filter responses
Yikes, it was ugly!	0%	0	Filter
Meh, didn't like it.	7%	4	Filter
It was fine.	19.3%	11	Filter
Nice, I liked it.	64.9%	37	Filter
Amazing, it was beautiful!	8.8%	5	Filter

Question 2

Radio button

Hide responses with no data
57 of 60 participants answered

Does this website address your needs immediately?

Answer	Percentage	Frequency	Filter responses
Yes	64.9%	37	Filter
Somewhat	33.3%	19	Filter
Not at all	1.8%	1	Filter

Question 3

Multi-line text

57 of 60 participants answered

In what ways would you say this website does or does not address your needs?

Participant	Answer
Participant 1	I would have to play around with it to figure it out more.
Participant 2	I have no problem with the site.
Participant 3	prefer less "page sized" graphics
Participant 4	It's difficult to find clinic phone numbers
Participant 5	If I were in the market for health care and were in the Denver Metro Area, it seems like it's comprehensive.
Participant 6	I thought it had everything!
Participant 7	Nice look and feel, but way way too much on a single page. Scroll scroll scroll and scroll some more. Decent website usability should take no more than 3 "page down" commands at the most and closer to 2 "page down" commands is better. Very long pages produce slow load times but more importantly are confusing to the visitor.
Participant 8	It was constructed logically. The only thing I might suggest is to tweak the layout so that less scrolling is required, so that more of the options can be seen on a single screen. They have the menus expand as people choose them. Thanks!
Participant 9	It's fine. But, since I'm transitioning to V.A., it doesn't really fit my needs any more.
Participant 10	I like Health Connections. That is the best way for me to get help. Many other Hospital system sites post articles that could prepare me for a procedure or more information about illnesses. That is not provided and I go to other ones. I wish it had it.

Show 10 answers

Showing 1 to 10 of 57 answers

Question 4

Radio button

Hide responses with no data
57 of 60 participants answered

Does the website influence you to choose UCHealth as a provider?

Answer	Percentage	Frequency	Filter responses
Yes	28.1%	16	Filter
Somewhat	49.1%	28	Filter
Not at all	22.8%	13	Filter

Question 5

Likert item

Hide responses with no data
57 of 60 participants answered

Based on just this experience, what level of care might you expect to receive at UCHealth?

Answer	Percentage	Frequency	Filter responses
Terrible care	0%	0	Filter
Below average care	1.8%	1	Filter
Neutral	8.8%	5	Filter
Above average care	66.7%	38	Filter
Amazing care	22.8%	13	Filter

Question 6

Likert item

Hide responses with no data
57 of 60 participants answered

Would you feel comfortable booking an appointment on this website?

Answer	Percentage	Frequency	Filter responses
Very uncomfortable	0%	0	Filter
Somewhat uncomfortable	1.8%	1	Filter
Neutral	3.5%	2	Filter
Somewhat comfortable	26.3%	15	Filter
Very comfortable	68.4%	39	Filter

Question 7

Multi-line text

57 of 60 participants answered

Why do you feel that level of comfort/discomfort?

Participant	Answer
Participant 1	it seems easy enough, I just don't know if it would allow me to make an appt. with the doctors I need to see.
Participant 2	I am an IT professional, technology doesn't bother me.
Participant 3	site is seemingly easy to navigate
Participant 4	It's easy and secure
Participant 5	I'm just not accustomed to it...
Participant 6	The website looks professionally done
Participant 7	Presentation of all major care options from urgent care to routine visits.
Participant 8	I have been using My Health Connection for over a year now and have really come to appreciate how much easier it makes tracking and coordinating my health appointments, billing and concerns.
Participant 9	It seems to be a complete site for medical needs.
Participant 10	It is easy but not all doctor's are available to book online.

Show 10 answers

Showing 1 to 10 of 57 answers

Question 8

Checkbox select with other option

Hide responses with no data
57 of 60 participants answered

When booking an appointment, what would you expect from UCHealth as the next step in confirming that appointment? (Select all that apply)

Answer	Percentage	Frequency	Filter responses
Email	93%	53	Filter
Text Message	70.2%	40	Filter
Follow-up call from an employee	28.1%	16	Filter
Mailed print reminder	7%	4	Filter
Other View responses	1.8%	1	Filter