<table>
<thead>
<tr>
<th>QUESTION</th>
<th>ANSWER</th>
<th>HOW TO SCORE</th>
<th>Pts</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CONTENT</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>AUTHORITY:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Is the publisher or organization name and contact information available on each Web page?</td>
<td>Y/N</td>
<td>Y = +2 pts. N = -2 pts.</td>
<td></td>
</tr>
<tr>
<td>2. Is there an individual author for any of the information presented?</td>
<td>Y/N</td>
<td>Y = +2 pts. N = 0 pts.</td>
<td></td>
</tr>
<tr>
<td>3. If an author, information about the author includes (pick one):</td>
<td>A/B/C/D</td>
<td>A or D = 0 pts. B = +1 pts. C = +2 pts.</td>
<td></td>
</tr>
<tr>
<td>a. Author's name?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Name with author's credentials?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Name with author's credentials and/or contact information?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Does not apply — no author.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Health care professional in area of expertise writing for clinicians.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Other health care professional writing for clinicians.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Health care professional writing for patients or health consumers.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Patient, caregiver, or other non-healthcare expert on topic relative to the specific illness.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. Other.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>f. Can't tell.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>g. Does not apply—no author or no credentials given.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>CURRENCY:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Is information presented stable and relatively unchanging? If yes, answer #6; If no, skip to #7.</td>
<td>Y/N</td>
<td>Y = 0 pts. N = 0 pts.</td>
<td></td>
</tr>
<tr>
<td>a. Within a day (see &quot;I&quot;).</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Within the last week.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Within the last month.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Within the last three months.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. Within the last half year.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>f. Within the last year.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>g. Longer.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>h. Can't tell.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>i. Date generated by server, does not apply to content.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Is information on a topic for which frequent updates should be required? If yes, answer question 8; if no, make sure answered #5.</td>
<td>Y/N</td>
<td>Y = 0 pts. N = 0 pts.</td>
<td></td>
</tr>
<tr>
<td>8. Most recent revision date is: (pick one)</td>
<td>J/K/L/M/N/O/P/Q/R</td>
<td>J = +4 pts. K = +3 pts.</td>
<td></td>
</tr>
<tr>
<td>j. Within a day.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>k. Within the last week.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>l. Within the last month.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>m. Within the last three months.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>n. Within the last half year.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>o. Within the last year.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>p. Longer.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>q. Can’t tell.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>r. Date generated by server, does not apply to content.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total Number of Points For This Page (of 15 possible):**
### WEBEVAL: CONSUMER HEALTH WEB SITE EVALUATION CHECKLIST, PG. 2

<table>
<thead>
<tr>
<th>QUESTION</th>
<th>ANSWER</th>
<th>HOW TO SCORE</th>
<th>Pts</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CONTENT, continued</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>INFORMATION STATUS:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. clearly stated?</td>
<td>Y/N</td>
<td>Y = +3 pts.</td>
<td></td>
</tr>
<tr>
<td>10. Are restrictions on use (intellectual property issues) clearly stated?</td>
<td>Y/N</td>
<td>N = -3 pts.</td>
<td></td>
</tr>
<tr>
<td><strong>INFORMATION VALUE:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Information on the health condition or treatment includes which of the following informational components (select as many as apply):</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Condition or treatment name(s) (if drug, includes generic name).</td>
<td>A/B/C/D/E/F/G/H/I/J/K/L/M/N</td>
<td>A = +1 pts.</td>
<td></td>
</tr>
<tr>
<td>b. Condition description or treatment protocol</td>
<td></td>
<td>B = +2 pts.</td>
<td></td>
</tr>
<tr>
<td>c. Definitions of terms and/or relevant anatomical landmarks.</td>
<td></td>
<td>C = +4 pts.</td>
<td></td>
</tr>
<tr>
<td>d. Criteria for diagnosis of condition or criteria for appropriate prescription of treatment.</td>
<td></td>
<td>D = +4 pts.</td>
<td></td>
</tr>
<tr>
<td>e. Alternative treatments, or other diagnoses possible.</td>
<td></td>
<td>E = +1 pts.</td>
<td></td>
</tr>
<tr>
<td>f. Guides to additional consumer health level information.</td>
<td></td>
<td>F = +2 pts.</td>
<td></td>
</tr>
<tr>
<td>g. Guides to professional level clinical, scientific, or technical information on condition or treatment.</td>
<td></td>
<td>G = +1 pts.</td>
<td></td>
</tr>
<tr>
<td>h. Contacts for questions, support groups, or more information.</td>
<td></td>
<td>H = +3 pts.</td>
<td></td>
</tr>
<tr>
<td>i. Reasonable estimates of costs to patient of condition (untreated) or the recommended treatment.</td>
<td></td>
<td>I = +1 pts.</td>
<td></td>
</tr>
<tr>
<td>k. Typical prognoses of condition, associated risks; treatment risks.</td>
<td></td>
<td>K = +3 pts.</td>
<td></td>
</tr>
<tr>
<td>l. Inaccurate or misleading descriptions, recommendations.</td>
<td></td>
<td>L = -4 pts.</td>
<td></td>
</tr>
<tr>
<td>m. Testimonials or case reports of relevant persons.</td>
<td></td>
<td>M = +1 pts.</td>
<td></td>
</tr>
<tr>
<td>n. Testimonials or case reports of irrelevant persons.</td>
<td></td>
<td>N = -3 pts.</td>
<td></td>
</tr>
<tr>
<td><strong>INFORMATION QUALITY:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12. Are any sources cited or credited for the information presented?</td>
<td>Y/N</td>
<td>Y = +3 pts.</td>
<td></td>
</tr>
<tr>
<td>13. Does a bibliography indicate that information has been published on the condition or treatment? [Only answer yes if full citations given (meaning enough information for you to find the article or source).]</td>
<td>Y/N</td>
<td>N = -3 pts.</td>
<td></td>
</tr>
<tr>
<td>14. If publications or sources are referenced, was information (pick one):</td>
<td>A/B/C/D</td>
<td>A = +1 pts.</td>
<td></td>
</tr>
<tr>
<td>b. In the peer-reviewed clinical literature only?</td>
<td></td>
<td>C = +2 pts.</td>
<td></td>
</tr>
<tr>
<td>d. Neither or can't tell?</td>
<td></td>
<td>E = -1 pts.</td>
<td></td>
</tr>
<tr>
<td>e. Does not apply — no sources cited.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15. Does information presented as factual appear to be accurate to the best of your knowledge?</td>
<td>Y/N</td>
<td>Y = +1 pts.</td>
<td></td>
</tr>
<tr>
<td>16. Does it appear that a sincere effort was made to present fair, unbiased information?</td>
<td>Y/N</td>
<td>N = -3 pts.</td>
<td></td>
</tr>
<tr>
<td>17. Can you identify errors or significant omissions in the content?</td>
<td>Y/N</td>
<td>Y = -2 pts.</td>
<td></td>
</tr>
<tr>
<td>18. Do errors or omissions account for a significant percentage of the total information provided?</td>
<td>Y/N</td>
<td>N = +1 pts.</td>
<td></td>
</tr>
<tr>
<td>19. Are opinions or misleading/biased information presented as fact?</td>
<td>Y/N</td>
<td>Y = -3 pts.</td>
<td></td>
</tr>
<tr>
<td>20. Is a conflict of interest possible or clearly present?</td>
<td>Y/N</td>
<td>N = +2 pts.</td>
<td></td>
</tr>
</tbody>
</table>

**Total Number of Points For This Page (of 41 possible):**

231
## WEBEVAL: CONSUMER HEALTH WEB SITE EVALUATION CHECKLIST, PG. 3

### USABILITY

<table>
<thead>
<tr>
<th>QUESTION</th>
<th>ANSWER</th>
<th>HOW TO SCORE</th>
<th>Pts</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Graphics &amp; Design:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>21. Do all graphic elements include informational content?</td>
<td>Y/N</td>
<td>Y = +2 pts.</td>
<td></td>
</tr>
<tr>
<td>22. If not (pick one):</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Most are content bearing.</td>
<td>A = +1 pts.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Some are content bearing.</td>
<td>B or D = 0 pts.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Few or none are content bearing.</td>
<td>C = -2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Does not apply — no graphics.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>23. Does use of color enhance informational content?</td>
<td>Y/N/a.n.</td>
<td>Y = +1 pts.</td>
<td>N or a.n. = 0 pts.</td>
</tr>
<tr>
<td>25. Are there any flashing, scrolling, or otherwise visually distracting graphic or text displays?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>26. Most graphics that are links include equivalent text links.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>27. Most important information appears at or near top of screen, or has links at or near top of screen.</td>
<td>Y/N</td>
<td>Y = -1 pts.</td>
<td>N = +1 pts.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>QUESTION</th>
<th>ANSWER</th>
<th>HOW TO SCORE</th>
<th>Pts</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Navigation:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>30. Can necessary information be found easily from the main homepage of the site?</td>
<td>Y/N</td>
<td>Y = +3 pts.</td>
<td>N = -3 pts.</td>
</tr>
<tr>
<td>31. Does site include a Table of Contents, Site Map, or usable search engine?</td>
<td>Y/N</td>
<td>Y = +1 pts.</td>
<td>N = -2 pts.</td>
</tr>
<tr>
<td>32. Is a Help screen or section available for use of the site or search engine?</td>
<td>Y/N</td>
<td>Y = +2 pts.</td>
<td>N = -1 pts.</td>
</tr>
<tr>
<td>34. Does the page title accurately describe content or location in site structure?</td>
<td>Y/N/a.n.</td>
<td>Y = +2 pts.</td>
<td>N = -2 pts.</td>
</tr>
<tr>
<td>35. Does every page include a way to return to the homepage for the site?</td>
<td>Y/N/a.n.</td>
<td>Y = +2 pts.</td>
<td>N = -2 pts.</td>
</tr>
<tr>
<td>36. Does site impair user’s ability to return to previously visited pages (For example, is the browser’s “Back” button grayed out)?</td>
<td>Y/N</td>
<td>Y = +1 pts.</td>
<td>N = -2 pts.</td>
</tr>
<tr>
<td>a. at top of every page.</td>
<td></td>
<td>C = +2 pts.</td>
<td>D = 0 pts.</td>
</tr>
<tr>
<td>b. at bottom of every page.</td>
<td></td>
<td>E = +3 pts.</td>
<td></td>
</tr>
<tr>
<td>c. at both top and bottom of every page.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. in frame or on left side of screen.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. on some pages but not all.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>QUESTION</th>
<th>ANSWER</th>
<th>HOW TO SCORE</th>
<th>Pts</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Speed:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>38. Web site or server was inaccessible:</td>
<td>A/B/C/D/E</td>
<td>A = +2 pts.</td>
<td>B = 0 pts.</td>
</tr>
<tr>
<td>b. Rarely.</td>
<td></td>
<td>E = -3 pts.</td>
<td></td>
</tr>
<tr>
<td>c. Only at peak use times (afternoon and evening in the USA).</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Three or more attempts on same day.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. On three consecutive days.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total Number of Points For This Page (of 24 possible):**
## WEBEVAL: CONSUMER HEALTH WEB SITE EVALUATION CHECKLIST, PG. 4

### USABILITY, continued

<table>
<thead>
<tr>
<th>QUESTION</th>
<th>ANSWER</th>
<th>HOW TO SCORE</th>
<th>Pts</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ACCESS:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>39. Did you encounter any inactive or outdated (&quot;dead&quot;) links?</td>
<td>39</td>
<td>Y = -2 pts.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Y/N</td>
<td>N = +3 pts.</td>
</tr>
<tr>
<td>40. If so, do the dead links account for over 10% of the total?</td>
<td>40</td>
<td>Y = -2 pts.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Y/N/n.a.</td>
<td>N or n.a. = 0 pts.</td>
</tr>
<tr>
<td>41. Is there a fee or cost for use of any portion of the Web site?</td>
<td>41</td>
<td>Y = -1 pts.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Y/N</td>
<td>N = 0 pts.</td>
</tr>
<tr>
<td>42. If so, is the fee or cost a fair charge for unique information?</td>
<td>42</td>
<td>Y or n.a. = 0 pts.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Y/N/n.a.</td>
<td>N = -2 pts.</td>
</tr>
<tr>
<td>43. How does access to the information through this Web site compare to the other available sources?</td>
<td>43</td>
<td>A = +2 pts.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>a. Easier to find/use</td>
<td>B = 0 pts.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>b. About the same amount of effort to find/use</td>
<td>C = -2 pts.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>c. More difficult to find/use</td>
<td></td>
<td></td>
</tr>
<tr>
<td>44. Would you visit this site again for this purpose?</td>
<td>44</td>
<td>Y = +5 pts.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Y/N</td>
<td>N = -5 pts.</td>
</tr>
</tbody>
</table>

### Bobby Test:

*Go to: Bobby: <http://bobby.watchfire.com/>. Enter the URL or Web address for the page you are evaluating, choose 'Web Content Accessibility Guidelines 1.0', click "Submit," then answer below.*

<table>
<thead>
<tr>
<th>QUESTION</th>
<th>ANSWER</th>
<th>HOW TO SCORE</th>
<th>Pts</th>
</tr>
</thead>
<tbody>
<tr>
<td>45. Does the test give a Bobby-Approved logo? [NOTE: If Yes, you have completed the form; if No, complete questions 46-48.]</td>
<td>45</td>
<td>Y = +10 pts.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Y/N</td>
<td>N = -2 pts.</td>
</tr>
<tr>
<td>46. The number of Level-1 errors detected was:</td>
<td>46</td>
<td>A = -3 pts.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>a. 1-3</td>
<td>B = -4 pts.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>b. 4-6</td>
<td>C = -5 pts.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>c. more than 6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>47. The number of Level-2 errors detected was:</td>
<td>47</td>
<td>A = -1 pts.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>a. 1-4</td>
<td>B = -2 pts.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>b. 5-8</td>
<td>C = -3 pts.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>c. more than 8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>48. The number of Level-3 errors detected was:</td>
<td>48</td>
<td>A = 0 pts.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>a. 1-5</td>
<td>B = -1 pts.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>b. 6-10</td>
<td>C = -2 pts.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>c. more than 10</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total Number of Points For This Page (of 20 possible):**

**Total Number of Points For Page 1:**

**Total Number of Points For Page 2:**

**Total Number of Points For Page 3:**

**Total Number of Points For Page 4:**

**Total Number of Points For This Site (of 100 possible):**

<table>
<thead>
<tr>
<th>SCALE</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; 60</td>
<td>POOR</td>
</tr>
<tr>
<td>61 – 70</td>
<td>WEAK</td>
</tr>
<tr>
<td>71 – 80</td>
<td>FAIR</td>
</tr>
<tr>
<td>81 – 90</td>
<td>GOOD</td>
</tr>
<tr>
<td>91 – 100</td>
<td>EXCELLENT</td>
</tr>
</tbody>
</table>