

WEBEVAL: CONSUMER HEALTH WEB SITE EVALUATION CHECKLIST			
Topic/Provider: _____ Date Checked: _____ Provider Homepage (URL): _____ Topic Web Page (URL): _____		Final Site Score: Poor Weak Fair Good Excellent	
QUESTION	ANSWER	HOW TO SCORE	Pts
CONTENT			
AUTHORITY:			
1. Is the publisher or organization name and contact information available on each Web page? 2. Is there an individual author for any of the information presented? 3. If an author, information about the author includes (pick one): a. Author's name? b. Name with author's credentials? c. Name with author's credentials and/or contact information? d. Does not apply — no author. 4. If author's credentials are given, author is (pick one): a. Health care professional in area of expertise writing for clinicians. b. Other health care professional writing for clinicians. c. Health care professional writing for patients or health consumers. d. Patient, caregiver, or other non-healthcare expert on topic relative to the specific illness. e. Other. f. Can't tell. g. Does not apply—no author or no credentials given.	1 Y/N	Y = +2 pts. N = -2 pts.	
	2 Y/N	Y = +2 pts. N = 0 pts.	
	3 A/B/C/D	A or D = 0 pts. B = +1 pts. C = +2 pts.	
	4 A/B/C/D/E/F	A = +4 pts. B = +2 pts. C = +5 pts. D = +1 pts. E = 0 pts. F = -2 pts. G = 0 pts.	
CURRENCY:			
5. Is information presented stable and relatively unchanging? If yes, answer #6; If no, skip to #7. 6. Most recent revision date is: (pick one) a. Within a day (see "I"). b. Within the last week. c. Within the last month. d. Within the last three months. e. Within the last half year. f. Within the last year. g. Longer. h. Can't tell. i. Date generated by server, does not apply to content. 7. Is information on a topic for which frequent updates should be required? If yes, answer question 8; if no, make sure answered #5. 8. Most recent revision date is: (pick one) j. Within a day. k. Within the last week. l. Within the last month. m. Within the last three months. n. Within the last half year. o. Within the last year. p. Longer. q. Can't tell. r. Date generated by server, does not apply to content.	5 Y/N	Y = 0 pts. N = 0 pts.	
	6 A/B/C/D/E/ F/G/H/I	A = +3 pts. B = +3 pts. C = +3 pts. D = +2 pts. E = +2 pts. F = +2 pts. G = +1 pts. H = 0 pts. I = -3 pts.	
	7 Y/N	Y = 0 pts. N = 0 pts.	
	8 J/K/L/M/N/ O/P/Q/R	J = +4 pts. K = +3 pts. L = +2 pts. M = +2 pts. N = +1 pts. O = +1 pts. P = 0 pts. Q = 0 pts. R = -3 pts.	
TOTAL NUMBER OF POINTS FOR THIS PAGE (OF 15 POSSIBLE):			

WEBEVAL: CONSUMER HEALTH WEB SITE EVALUATION CHECKLIST, PG. 2			
QUESTION	ANSWER	HOW TO SCORE	Pts
CONTENT, continued			
INFORMATION STATUS: 9. clearly stated? 10. Are restrictions on use (intellectual property issues) clearly stated?	9 Y/N	Y = +3 pts. N = -3 pts.	
	10 Y/N	Y = +1 pts. N = -1 pts.	
INFORMATION VALUE: 11. Information on the health condition or treatment includes which of the following informational components (select as many as apply): a. Condition or treatment name(s) (if drug, includes generic name). b. Condition description or treatment protocol c. Definitions of terms and/or relevant anatomical landmarks. d. Criteria for diagnosis of condition or criteria for appropriate prescription of treatment. e. Alternative treatments, or other diagnoses possible. f. Guides to additional consumer health level information. g. Guides to professional level clinical, scientific, or technical information on condition or treatment. h. Contacts for questions, support groups, or more information. i. Reasonable estimates of costs to patient of condition (untreated) or the recommended treatment. j. Accurate benefits/risks to patient of treatment or diagnosis. k. Typical prognoses of condition, associated risks; treatment risks. l. Inaccurate or misleading descriptions, recommendations. m. Testimonials or case reports of relevant persons. n. Testimonials or case reports of irrelevant persons.	11 A/B/C/D/E/ F/G/H/I/J/K/ L/M/N	A = +1 pts. B = +2 pts. C = +4 pts. D = +4 pts. E = +1 pts. F = +2 pts. G = +1 pts. H = +3 pts. I = +1 pts. J = +1 pts. K = +3 pts. L = -4 pts. M = +1 pts. N = -3 pts.	
INFORMATION QUALITY: 12. Are any sources cited or credited for the information presented? 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).] 14. If publications or sources are referenced, was information (pick one): a. In the popular press only? b. In the peer-reviewed clinical literature only? c. Both? d. Neither or can't tell? e. Does not apply — no sources cited. 15. Does information presented as factual appear to be accurate to the best of your knowledge? 16. Does it appear that a sincere effort was made to present fair, unbiased information? 17. Can you identify errors or significant omissions in the content? 18. Do errors or omissions account for a significant percentage of the total information provided? 19. Are opinions or misleading/biased information presented as fact? 20. Is a conflict of interest possible or clearly present?	12 Y/N	Y = +3 pts. N = -3 pts.	
	13 Y/N	Y = +2 pts. N = -2 pts.	
	14 A/B/C/D	A = +1 pts. B = +1 pts. C = +2 pts. D = -2 pts. E = -1 pts.	
	15 Y/N	Y = +1 pts. N = -3 pts.	
	16 Y/N	Y = +1 pts. N = -3 pts.	
	17 Y/N	Y = -2 pts. N = +1 pts.	
	18 Y/N	Y = -2 pts. N = +1 pts.	
	19 Y/N	Y = -3 pts. N = 0 pts.	
20 Y/N	Y = -2 pts. N = +2 pts.		
TOTAL NUMBER OF POINTS FOR THIS PAGE (OF 41 POSSIBLE):			

WEBEVAL: CONSUMER HEALTH WEB SITE EVALUATION CHECKLIST, PG. 3			
QUESTION	ANSWER	HOW TO SCORE	Pts
USABILITY			
GRAPHICS & DESIGN: 21. Do all graphic elements include informational content? 22. If not (pick one): a. Most are content bearing. b. Some are content bearing. c. Few or none are content bearing. d. Does not apply — no graphics. 23. Does use of color enhance informational content? 24. Are any non-content bearing graphics animated? 25. Are there any flashing, scrolling, or otherwise visually distracting graphic or text displays? 26. Most graphics that are links include equivalent text links. 27. Most important information appears at or near top of screen, or has links at or near top of screen. 28. Layout of page includes centering or right alignment. 29. Page includes drop-down or pop-up menus.	21 Y/N	Y = +2 pts. N = 0 pts.	
	22 A/B/C/D	A = +1 pts. B or D = 0 pts. C = -2	
	23 Y/N/n.a.	Y = +1 pts. N or n.a. = 0 pts.	
	24 Y/N/n.a.	Y = -1 pts. N or n.a. = 0 pts.	
	25 Y/N	Y = -1 pts. N or n.a. = 0 pts.	
	26 Y/N/n.a.	Y / n.a. = +1 pts. N = -2 pts.	
	27 Y/N	Y = +2 pts. N = -2 pts.	
	28 Y/N	Y = -1 pts. N = +1 pts.	
	29 Y/N	Y = -2 pts. N = +1 pts.	
	NAVIGATION: 30. Can necessary information be found easily from the main homepage of the site? 31. Does site include a Table of Contents, Site Map, or usable search engine? 32. Is a Help screen or section available for use of the site or search engine? 33. Does the page title appear in the top window bar? 34. Does the page title accurately describe content or location in site structure? 35. Does every page include a way to return to the homepage for the site? 36. Does site impair user's ability to return to previously visited pages (For example, is the browser's "Back" button grayed out)? 37. Navigation toolbar is located: a. at top of every page. b. at bottom of every page. c. at both top and bottom of every page. d. in frame or on left side of screen. e. on some pages but not all.	30 Y/N	Y = +3 pts. N = -3 pts.
31 Y/N		Y = +1 pts. N = -2 pts.	
32 Y/N		Y = +2 pts. N = -1 pts.	
33 Y/N		Y = +1 pts. N = -2 pts.	
34 Y/N/n.a.		Y = +2 pts. N = -2 pts. n.a. = 0 pts.	
35 Y/N		Y = +1 pts. N = -2 pts.	
36 Y/N		Y = -2 pts. N = 0 pts.	
37 A/B/C/D/E		A = +2 pts. B = +1 pts. C = +3 pts. D = 0 pts. E = -3 pts.	
SPEED: 38. Web site or server was inaccessible: a. Never. b. Rarely. c. Only at peak use times (afternoon and evening in the USA). d. Three or more attempts on same day. e. On three consecutive days.	38 A/B/C/D/E	A = +2 pts. B = 0 pts. C = -1 pts. D = -2 pts. E = -3 pts.	
TOTAL NUMBER OF POINTS FOR THIS PAGE (OF 24 POSSIBLE):			

WEBEVAL: CONSUMER HEALTH WEB SITE EVALUATION CHECKLIST, PG. 4			
QUESTION	ANSWER	HOW TO SCORE	Pts
USABILITY, continued			
ACCESS:			
39. Did you encounter any inactive or outdated ("dead") links?	39 Y/N	Y = -2 pts. N = +3 pts.	
40. If so, do the dead links account for over 10% of the total?	40	Y = -2 pts.	
41. Is there a fee or cost for use of any portion of the Web site?	Y/N/n.a.	N or n.a. = 0 pts.	
42. If so, is the fee or cost a fair charge for unique information?	41 Y/N	Y = -1 pts. N = 0 pts.	
43. How does access to the information through this Web site compare to the other available sources? a. Easier to find/use b. About the same amount of effort to find/use c. More difficult to find/use	42 Y/N/n.a.	Y or n.a. = 0 pts. N = -2 pts.	
44. Would you visit this site again for this purpose?	43 A/B/C	A = +2 pts. B = 0 pts. C = -2 pts.	
	44 Y/N	Y = +5 pts. N = -5 pts.	
BOBBY TEST:			
<i>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.</i>			
45. Does the test give a Bobby-Approved logo? [NOTE: If Yes, you have completed the form; if No, complete questions 46-48.]	45 Y/N	Y = +10 pts. N = -2 pts.	
46. The number of Level-1 errors detected was: a. 1-3 b. 4-6 c. more than 6	46 A/B/C	A = -3 pts. B = -4 pts. C = -5 pts.	
47. The number of Level-2 errors detected was: a. 1-4 b. 5-8 c. more than 8	47 A/B/C	A = -1 pts. B = -2 pts. C = -3 pts.	
48. The number of Level-3 errors detected was: a. 1-5 b. 6-10 c. more than 10	48 A/B/C	A = 0 pts. B = -1 pts. C = -2 pts.	
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):			
SCALE:			
< 60		POOR	
61 – 70		WEAK	
71 – 80		FAIR	
81 – 90		GOOD	
91 – 100		EXCELLENT	
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