

Sharing the Power: Training Consumer Health Information Center Volunteers Online

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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 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

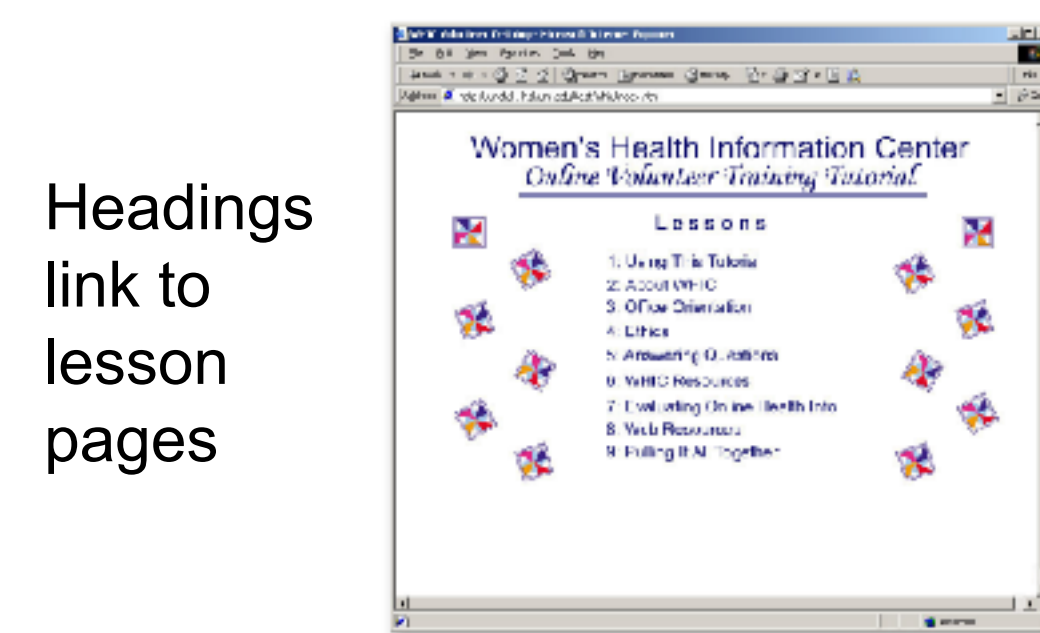
Using information resources

Guiding customers to appropriate resources

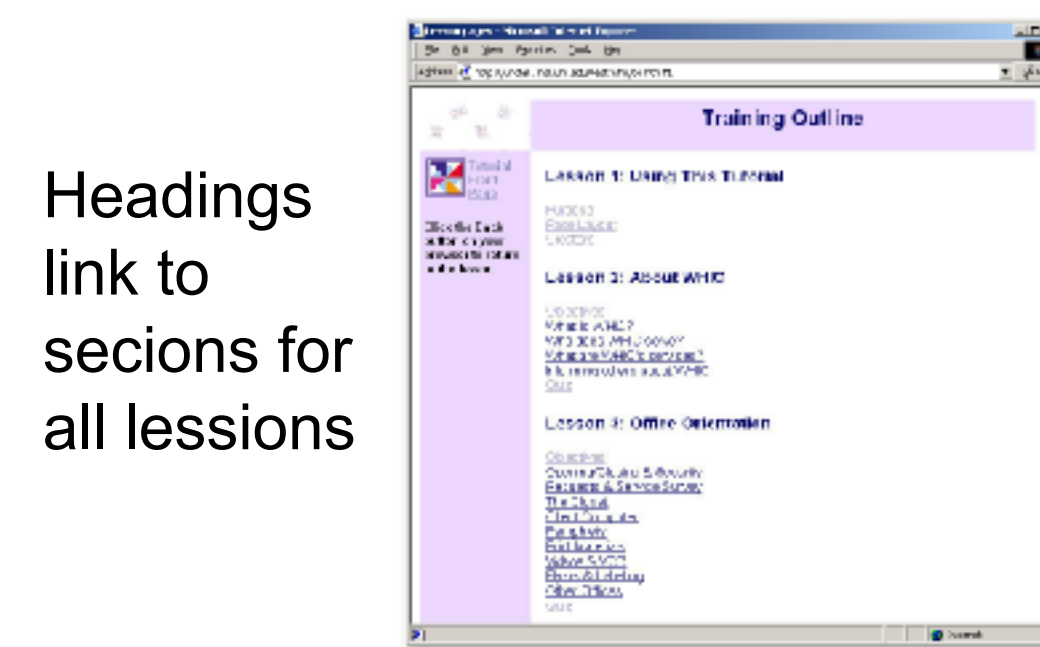
When and where to refer information requests

Design

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



Home Page



Headings link to sections for all lessons

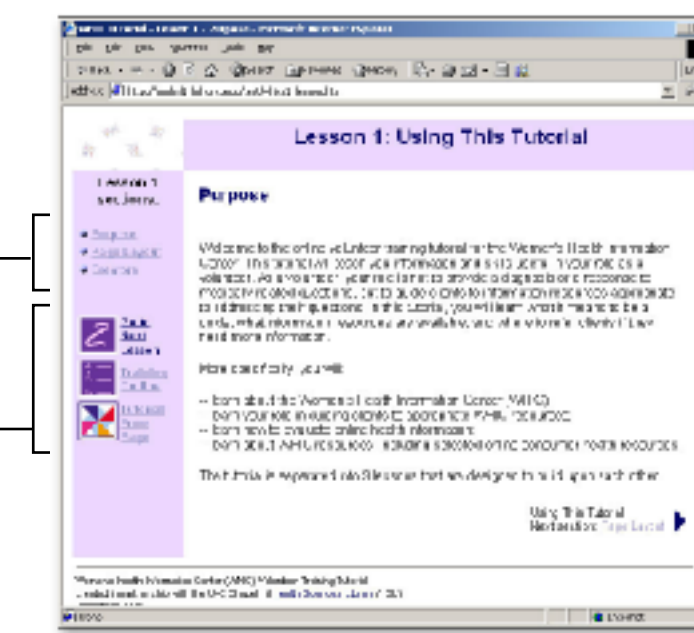
Training Outline

Links to sections within this lesson

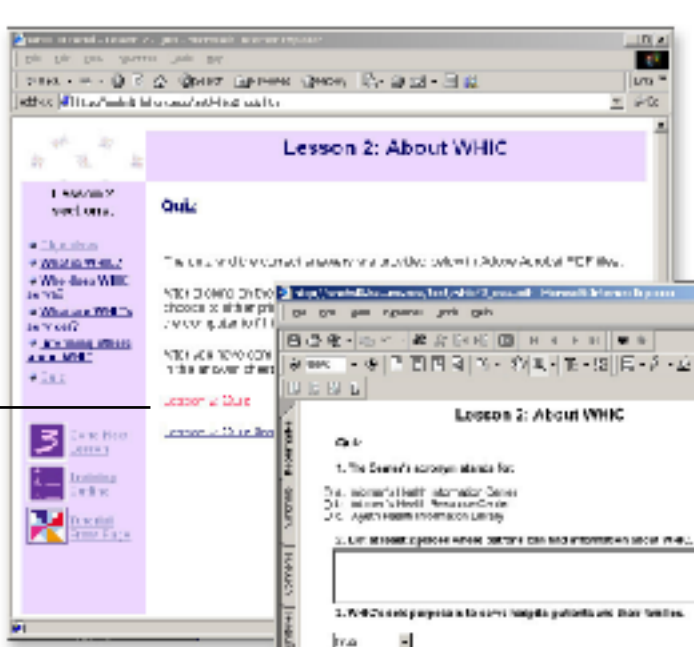
Links to Front Page, next lesson, and Training Outline

The last section of each lesson is a quiz.

Links to quiz and quiz answers



Lesson Page



Quiz Popup Window

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