Quit Tobacco—Make Everyone Proud Usability Test Report

Background and Summary

Online usability tests of the Quit Tobacco—Make Everyone Proud Web site were conducted from November 29 to November 30, 2007. All usability candidates were selected by Macro International Inc. Intermediaries were identified from a number of health promotions representatives who had participated in past formative research and pilot testing and who agreed to participate in this usability survey. The E1–E4 participants were identified through the personal contacts of staff members and referrals from the intermediaries. Participants were required to have Internet access to participate in the online usability tests.

Participants were grouped into two categories: enlisted E1–E4 and intermediaries (physician, dentist, health promotion specialist). Seven participants from the intermediary group completed the usability tests. One participant identified himself as a researcher. Four participants from the E1–E4 group completed the usability tests. Initially, a $25 honorarium was to be offered to E1–E4 participants; however, higher ranking officers, who helped in the recruitment, asked that they participate as a duty to the military.

Usability test participants' overall impression of the Quit Tobacco—Make Everyone Proud Web site was favorable. Participants who identified themselves as intermediaries described the site as "attractive," "user-friendly, "very good for the military," and "comprehensive." They appreciated the attractiveness of the site and the appeal to enlisted military personnel. All participants indicated that they would incorporate the site into their tobacco cessation programs and classes. They also indicated that they would refer the site to "young military personnel" and "patients."

The E1–E4 participants described the site as "easy to find your way around in" and said that the site had "good info and good tips" as well as a "variety of information." They were also more likely than intermediaries to use features such as the "Live Help" and "Games."

The lack of links to other government Web sites, the absence of a "What's New" section on the homepage, and use of "civilian-looking persons in uniform" were criticized. Some participants also had difficulty locating materials in the secondary-level navigation of the "4 Steps To Quitting." Lastly, a couple of participants expressed difficulty in viewing some of the Flash elements on the homepage and inner pages.

Recommendations

Based on the answers and comments from the usability test participants, the following changes are recommended:

1. Revise the information architecture (IA) of the Web site, including the labeling and navigation schemas, to be more in line with user needs.

2. Provide a more seamless way for intermediary audiences to access information.

3. Revise the homepage to include a "What's New" section and more descriptive text next to graphic elements.

4. Include breadcrumbs on the inner pages.

5. Provide more links to other government and military resources.

6. Provide a more seamless way of ordering and downloading campaign materials.

Methodology

The goals of the online usability test were to:

- Identify any usability problems with the Quit Tobacco—Make Everyone Proud Web site.

- Collect quantitative data on participants' performance.

- Determine participants' satisfaction with the Web site.

The questionnaires were developed to last no more than 30 to 45 minutes and to be completed at the convenience of the participant from any computer with Internet access. The participants were provided with a link to the questionnaires via e-mail. Usability tests included a mix of open-ended pre-test and post-test questions, multiple-choice questions, and questions that rated customer satisfaction. The pre-test questions were designed to reveal how participants use the Web to research tobacco cessation issues. After using the site, participants were given a survey to evaluate the effectiveness of the Quit Tobacco—Make Everyone Proud Web site and asked post-test questions about their experience with the site.

The next section of this report highlights the suggested revisions and enhancements proposed as a result of the feedback from participants. A summary of the actual data and results follows the suggestions.

Recommended Enhancements

The Quit Tobacco—Make Everyone Proud online usability questionnaires provided an opportunity to gather information on visitor experiences and customer satisfaction, with the goal of making the site more user-friendly, accessible, and relevant to multiple target audiences. Based on the responses of participants using the Quit Tobacco—Make Everyone Proud Web site, the following is a list of recommended changes. Follow-up, in-person usability testing with a participant pool that includes E1–E4 and intermediaries is advisable to test the success of any changes made to the Web site and to uncover any remaining usability issues that were not disclosed by the first participant group.

1. **Revise the IA of the Web site, including the labeling and navigation schemas, to be more in line with user needs.**

   It is evident from the responses that using single categories such as the "4 Steps To Quitting" is not an intuitive means of describing all of the content on the Web site. For example, several participants were not sure about where to find the "Help Locater" and "FAQs About Tobacco" since these features are located within the "Thinking About Quitting" and "Preparing To Quit" sections. These labels are not mutually exclusive and therefore are confusing to users. Based on this, it is advisable to develop a new orientation for the Web site structure and organization of the content. Organizing the content by audience group, subject (topic), or a combination of both is recommended.

   Participants also responded well to labels that were descriptive and clear. Users were focused on finding resources on the site, such as scientific information, links to other government sites, and

downloadable materials. Consequently, the word "resources" captured a lot of attention, and participants were more likely to click on the "Download Resources" links from the homepage when tasked with locating materials for health care providers and finding customizable materials.

2. **Provide a more seamless way for intermediary audiences to access information.**

All of the participants from the intermediary group indicated they would use the Quit Tobacco— Make Everyone Proud Web site in their tobacco cessation programs and classes and as a referral for young military personnel and patients. Therefore, it is critical to create a presence on the site for this audience. Although most participants successfully identified "Download Resources" as the area where they could find information for health care providers, this link is not very prominent on the homepage or in the navigation structure in general.

3. **Revise the homepage.**

Several participants indicated that, although the homepage was colorful and engaging with photographs of military personnel, it lacked the framework to post new articles, resources, and news. This is especially important for returning visitors who are looking for new information. Several participants who identified themselves as intermediaries indicated that they would return to the site to look for new updates and to refer patients. Providing a "What's New" area on the homepage would facilitate repeat visitors' access to new information.

Some participants were unclear about what kind of content they could expect to find in specific areas. Adding more descriptive text next to graphic elements such as the "Quit Plan" and "Radio Ads and Posters" would clarify the purpose of specific features. Users should not have to guess about what type of information they are going to find in specific areas of the site.

It is also clear from the responses that the photographs of military personnel on the homepage resonated with both groups. Updating the photographs to include actual military personnel instead of actors could increase the credibility of the site.

Removing the "Podcasts and RSS Feeds" from the homepage is also necessary since several participants from both groups indicated they were not likely to use this feature. Instead, this feature should be incorporated into related inner pages so that it is more relevant and useful to users.

4. **Include breadcrumbs on the inner pages.**

Several participants from both groups expressed confusion on questions in which they were required to locate content within the secondary-level navigation. For example, participants from both groups indicated they were "not sure" about where to find the "Help Locator," information about medication, and self-assessment tests for nicotine dependence. Based on this finding, it is advisable to include path breadcrumbs on the inner pages of the Web site to give users a way to keep track of their location within the Web site. Path breadcrumbs provide links back to each page that the user navigated through to get to the current page. Breadcrumbs also provide a trail for the user to follow back to the homepage or entry point of a Web site.

5. **Provide more links to other government and military resources.**

Participants, particularly those working in tobacco cessation programs, expressed an interest in finding more links to other government and military Web sites. Several participants also indicated that they wanted more scientific evidence and statistics about tobacco cessation. While the Quit Tobacco—Make Everyone Proud Web site may not be the best forum for providing statistical and research data, it would be useful to share the statistical resources on other Federal Web sites, especially with intermediary audiences. Interesting facts or statistics in a "Related Resources" area would be useful to engage this audience. Also, promoting the "Help Locator" on the homepage would provide a great resource for all groups using the Quit Tobacco—Make Everyone Proud Web site.

6. **Provide a more seamless way of ordering and downloading campaign materials.**

Several participants indicated they were interested in finding free resources, handouts, and posters. Therefore, it is advisable to make the "Download Resources" section more prominent on the homepage and inner-page navigation. Users are more likely to order and download campaign materials if they are easily accessible and clearly labeled.

Summary of Usability Results

Pre-Test Questions for Intermediaries
The following set of questions was sent to the intermediaries.

1. **Are you a:**

   a. **Current tobacco user**
   b. **Family member of a tobacco user**
   c. **Intermediary (physician, dentist, health promotion specialist, etc.)**
   d. **Other**

   Seven participants indicated they were "Intermediaries" and one answered "Other: research analyst."

2. **Do you ever research issues related to tobacco cessation or helping someone quit tobacco?**

   Seven participants answered "Yes" and one answered "No."

3. **Do you frequently refer others to resources on tobacco cessation?**

   Seven participants answered "Yes" and one participant left the question blank.

4. **What resources do you use to learn about tobacco cessation?**

   Six participants indicated they used the "Internet," one answered "Other (Web, articles, books, seminars)," and one left the question blank.

5. Do you use other Web sites to learn about tobacco cessation? If yes, then please specify.

Six participants answered "Yes" and identified other government, military, and public health sites. The most frequently referenced sites included the Centers for Disease Control and Prevention (CDC); Smokefree.gov; American Cancer Society; Navy and Marine Corps Public Health Center; U.S. Army Center for Health Promotion and Preventive Medicine; and the National Heart, Lung, and Blood Institute (NHLBI). One answered "No" and one left the question blank.

6. How often do you use them?

Two participants answered "Daily," one answered "Weekly," two answered "Monthly," two answered "Semi-monthly," and one left the question blank.

7. What do you like about each of the Web sites?

Several participants indicated that "ease of use," access to "resources, handouts, materials, programs, and posters," and "availability of free resources" were key elements. One participant indicated that the "reliability of information, user-friendliness, and low literacy for the patients" was appealing. Another participant indicated "easy navigation in the site and information flows in a logical sequence."

In terms of content, one participant specified "evidence-based, real-life situations; scientific knowledge translated to practical applications for tobacco use cessation; and capturing personal interests/concerns with tobacco use." Two participants did not respond.

8. What do you dislike about each of the Web sites?

Several participants indicated "not easy to navigate" as their primary dislike. One participant indicated that the "materials do not target our audience, which is a young, military population." Two participants did not respond.

9. What types of tobacco cessation information do you look for on the Internet?

Several participants indicated they were searching for fact sheets, handouts, articles, research on best practices, programs, medications, and free materials. One participant was looking for "scientific evidence and personal interest—real-life stories of success." Another participant indicated an interest in "everything from brain chemistry to genetics, stress reduction, and nutrition." One participant did not respond.

10. What are the last three tobacco cessation topics or questions you have researched on the Internet?

Responses generally varied, but three participants included Chantix in their responses. One participant included "motivational" and another participant included "human-interest stories related to tobacco cessation" in their top three topics. One participant included "statistical evidence of tobacco use among military and civilians in the USA." Some of the other topics included "weight gain," "relapse prevention," "alcohol and tobacco," "pharmacotherapy," "tobacco cessation rates," "tobacco press releases" and "gender differences in quitting." One participant did not respond.

11. What drives your interest in tobacco cessation?

Two participants indicated they were in charge of the tobacco cessation programs on their bases, and one was the "department head for health promotion and wellness." One participant indicated the "high rate amongst our young military population as per the DoD Survey of Health-Related Behaviors." Another participant indicated "completely preventable negative health effects and financial effects." One participant indicated "professional," one indicated "the public's health," and one participant did not answer the question.

12. How long have you been involved in tobacco cessation?

The average timeframe was 9 years. Responses varied from "over 20 years" to "15 years" to "2 years."

13. If you were to envision your ideal tobacco cessation Web site, what sorts of information would it contain?

Responses generally focused on tips and programs to help individuals quit, risk-assessment tools, local tobacco referral resources, online support, and statistics and facts about tobacco use and cessation. A couple of participants included "tobacco calculators" and the "costs of tobacco." One participant indicated "material that speaks to our audience and a layout and format that would be appealing to them." A couple of participants included personalized, real-life content such as "stories of individuals that have been successful at quitting" and "testimonials from people who have a tobacco-related disease or illness." One participant indicated a variety of materials such as "resources, videos, cessation programs, and posters." Another person listed "nutrition and tobacco, alcohol and tobacco, stress reduction, plus the usual of what diseases are caused or made worse." One participant did not respond.

Pre-Test Questions for E1–E4

1. Are you a:

  a. **Current tobacco user**
  b. **Family member of a tobacco user**
  c. **Intermediary (physician, dentist, health promotion specialist, etc.)**
  d. **Other (please specify)**

Two participants indicated they were current tobacco users, one identified as a family member of a tobacco user, and one identified as an intermediary (physician, dentist, health promotion specialist).

2. Do you ever research issues related to tobacco cessation or helping someone quit tobacco?

Two participants answered "Yes" and two participants answered "No."

Questions for Intermediaries

The following 14 questions were submitted to 8 participants to be answered while they viewed the site:

1. **From the homepage, where would you expect to find information for health care providers?**

   Most participants successfully identified "Download Resources" as the section geared toward intermediary audiences. Two participants indicated "Not sure" and one indicated "Need2Know."

2. **From the homepage, what resource would you use to help patients set a quit date, identify triggers, and calculate savings?**

   Most participants successfully identified the "Quit Plan" from the list of options. One indicated "Not sure," and one indicated "Add Up the Cash."

3. **From the homepage, where would you expect to find fact sheets about tobacco's harmful effects and quitting strategies?**

   Four participants successfully identified "Need2Know," two indicated "Download Resources," one indicated "Not sure," and one left the question blank.

4. **From the homepage, what educational materials would you most likely use?**

   Four participants answered "All of the above," two answered "4 Steps To Quitting," one answered "My Quit Plan," and one answered "Need2Know."

5. **What educational materials would you least likely use?**

   Three participants indicated "Podcasts and RSS Feeds," two indicated "Games," one indicated "E-cards," and two participants answered "Would use all."

6. **From the homepage, where would you expect to find customizable materials?**

   Seven participants successfully answered "Download Resources" and one participant answered "Radio Ads and Posters."

7. **From the homepage, where would you expect to find order forms for patient handouts and office materials?**

   Six participants successfully selected "Download Resources," one indicated "Contact Us," and one indicated "Not sure."

8. **From the homepage, where would you go to subscribe to weekly audio updates about tobacco cessation?**

   Five participants successfully identified "Podcasts and RSS Feeds," two selected "QuitBrief E-mail Updates," and one indicated "Radio Ads and Posters."

9. **Looking at the homepage, where would you expect to find information about smokeless tobacco?**

   Five participants successfully indicated "Need2Know," two indicated "Not sure," and one indicated "All of the Above."

10. **From the homepage, where would you sign up to receive periodic e-mail updates about the Quit Tobacco—Make Everyone Proud campaign?**

Six participants successfully indicated "QuitBrief E-mail Updates" and two indicated "Not sure."

11. **Where would you go to help someone find a listing of local smoking/smokeless tobacco cessation programs?**

Only three participants successfully answered "Preparing To Quit," three answered "Thinking About Quitting," and two indicated "Not sure."

12. **Where would you expect to find information to help you answer medication-related questions?**

Only three participants successfully answered "Preparing To Quit," two indicated "Staying Quit," one indicated "Quitting," one indicated "Thinking About Quitting," and one indicated "Not sure."

13. **Where would you expect to find self-assessment tests for nicotine dependence?**

Six participants successfully responded "Thinking About Quitting," one indicated "Preparing To Quit" and one indicated "Not sure."

14. **Where would you expect to find commonly asked questions by patients about quitting tobacco?**

Only three participants successfully answered "Thinking About Quitting," four indicated "Quitting," and one indicated "Staying Quit."

Questions for E1–E4

The following questions were submitted to four people from the E1–E4 target audience sample to be answered while they viewed the site:

1. **From the homepage, where would you click to initiate a real-time chat with a tobacco cessation specialist?**

Three participants successfully answered "Live Chat" and one answered "Not sure."

2. **Looking at the homepage, where would you expect to find information about smokeless tobacco?**

Three participants successfully answered "Need2Know" and one answered "All of the Above."

3. **Please take a moment to review "4 Steps To Quitting." Where would you expect to find a listing of tobacco cessation programs broken down by State?**

Three participants successfully answered "Preparing To Quit" and one answered "Thinking About Quitting."

4. **From the homepage, what feature would you use to tell your family and friends that you're quitting smoking or chewing tobacco and to ask for their support?**

Two participants successfully selected "My Quit Plan," one answered "E-cards," and one answered "Not sure."

5. **From the homepage, where would you go to sign up for audio file updates on how to quit smoking and stay quit?**

   Two participants successfully answered "Podcasts and RSS Feeds," one answered "Live Help" and one answered "Not sure."

6. **From the homepage, where would you expect to find fact sheets about the harmful effects of tobacco, the benefits of quitting, and helpful strategies to stay quit?**

   Only one participant successfully answered "Need2Know," two indicated "Thinking About Quitting" and one answered "Quitting."

7. **Looking at the homepage, where would you sign up to receive periodic e-mail updates about the Quit Tobacco—Make Everyone Proud campaign?**

   Three respondents successfully indicated "QuitBrief E-mail Updates" and one answered "Need2Know."

8. **From the homepage, where would you go to create a personalized journal, track your quit date, and calculate your total savings?**

   Three participants successfully identified "My Quit Plan" and one answered "Download Resources."

9. **From the homepage, which resource would you most likely use?**

   Three participants indicated they "Would Use All" and one indicated "Live Help."

10. **From the homepage, which resource would you least likely use?**

    Two participants indicated they "Would Use All," one answered "Games," and one answered "Podcasts and RSS Feeds."

11. **Which activity would you most likely do?**

    One participant indicated "Chat With a Cessation Coach," one indicated "Read Articles," one indicated "Create a Quit Plan," and one indicated "All."

12. **Which game would you be most likely to play?**

    Two participants indicated "Make an Avatar," one indicated "Word Challenge," and one indicated "None."

13. **Which game would you be least likely to play?**

    Two participants indicated "Make an Avatar" and two participants indicated "Would Play All."

Post-Test Survey

Participants were asked to rate the Quit Tobacco—Make Everyone Proud Web site on a scale of 1 to 6, with 1=completely disagree and 6=completely agree with each statement. Questions and average scores are provided below.

1. **The games on the site added value to my online experience.**
    E1–E4 Average Score: 4.25

2. **The homepage is attractive and makes me want to explore this site more.**
    Intermediary Average Score: 4.8
    E1–E4 Average Score: 3.75

3. **The overall site is attractive and makes me want to explore this site more.**
    Intermediary Average Score: 4.8
    E1–E4 Average Score: 4

4. **The site's graphics are pleasing and make me want to explore this site more.**
    Intermediary Average Score: 4.8
    E1–E4 Average Score: 4

5. **The typography (lettering, headings, and titles) is easy to read.**
    Intermediary Average Score: 5

6. **The colors used throughout the site are attractive and make me want to explore this site more.**
    E1–E4 Average Score: 4

7. **The homepage's content makes me want to explore the site further.**
    Intermediary Average Score: 4.6
    E1–E4 Average Score: 4.2

8. **It is easy to find my way around the site.**
    Intermediary Average Score: 4.5
    E1–E4 Average Score: 4.5

9. **I can get to information quickly.**
    Intermediary Average Score: 4.5
    E1–E4 Average Score: 4.5

10. **It is fun to explore the site.**
    E1–E4 Average Score: 4.5

11. **It is easy to remember where to find things.**
    Intermediary Average Score: 4.3
    E1–E4 Average Score: 4.5

12. **The homepage is attention-getting.**
    Intermediary Average Score: 4.7
    E1–E4 Average Score: 4

13. **Information is easy to read.**
    Intermediary Average Score: 5
    E1–E4 Average Score: 4.5

14. **Information is written in a style that suits me.**
    Intermediary Average Score: 5
    E1–E4 Average Score: 5.2

15. **The information is relevant to my needs.**
    Intermediary Average Score: 4.5
    E1–E4 Average Score: 4.7

16. **The site's content interests me.**
    Intermediary Average Score: 4.8
    E1–E4 Average Score: 4.7

17. **I would come back to the site for ongoing support as I quit or help someone else quit.**
    Intermediary Average Score: 5
    E1–E4 Average Score: 4.7

18. **The site has a clear purpose.**
    Intermediary Average Score: 5.1
    E1–E4 Average Score: 5

Post-Test Questions for Intermediaries

The following questions were completed by the intermediaries:

1. **What are your overall impressions of the Web site?**

   Responses were generally favorable. Comments ranged from "user-friendly and appealing," "very comprehensive," and "attractive." Several participants indicated "the Web site is good" and "very good for the military." One participant indicated that it was "one of the best tobacco cessation pages I have ever seen."

   One participant indicated that they saw a "big section of black space between the header and the main section," which indicates that they were not able to view the Flash elements on the homepage and inner pages.

2. **What do you like best about the Web site?**

   Several participants indicated that they liked the military theme and focus on military members. The alternating photographs of military personnel were mentioned by two participants. Three participants indicated they liked the design because it appealed to young adults. One participant wrote the following: "I think that our young military members will find the layout more appealing in comparison to other government sites." Another participant wrote, "Easy to use, focused, good info, online help, links to other resources." One participant indicated that the site was "inviting, not condescending." One participant left the question blank.

3. What do you like least about the Web site?

One participant indicated not being able view the Flash elements on the homepage and inner pages. Participants also indicated that they wanted to see "more links to Federal government information" and "frequent updates on tobacco cessation efforts across the services" on the homepage. A couple of participants had comments about using "civilian-looking persons" or "people in civilian clothes" for the interviews with people who quit tobacco. One participant indicated "Nothing" and one left the question blank.

4. How would you use this site?

Seven participants indicated they would use the site as a referral to either "military personnel," "tobacco cessation program magnets," or "patients." One participant wrote, "I don't feel I have all the answers to tobacco cessation, so I always offer several resources for the patient to access, and they can choose what meets their needs." One participant wrote, "I personally wouldn't use it."

5. Would you recommend this Web site to a patient, colleague, and/or friend?

All participants answered "Yes."

6. Which sections of the site would you refer patients to?

Five participants indicated they would refer patients to either "All areas" of the site or different sections depending on their needs. One person specified "4 Steps To Quitting," one specified the homepage, and one left the question blank.

7. Which materials would be the most helpful in assisting your patients?

Two participants indicated that all areas would be helpful in assisting patients. One participant specified "Need2Know," "Quit Plan," and "Live Chat." One participant mentioned "Games" and one indicated "Posters, etc." Three participants left the question blank.

8. Are there materials or information you would like to see added to the Web site? If so, please describe.

Answers included "more scientific evidence," "success stories," "pharmacotherapy information," "additional games," and "links to other resources." Two participants indicated that they either didn't have anything else or couldn't think of anything. Two participants left the question blank.

9. If you could make one significant change to this Web site, what change would you make?

Three participants indicated that they didn't recommend any changes. One person mentioned "hotlinks to recognized Federal Web sites dealing with tobacco use such as Smokefree.gov and spit tobacco" from the National Institute of Dental and Craniofacial Research Web site. One participant wanted "all content to appear on one screen, without having to scroll down to see all of the content." Another participant wanted "information on pharmacotherapy." One participant wrote, "None! I think it is great as is" and one left the question blank.

10. Would you return to this Web site on your own in the future? Why/why not?

Participants indicated that they would return to the Quit Tobacco—Make Everyone Proud Web site because it is "very useful for the population I work with," "has great resources for promoting tobacco cessation that can be used at our base installations," "is military related," and has "resources that could benefit soldiers." One participant would return for "research purposes to see what new resources are available and to use the 'add up the cash' function." One participant indicated that the site "has good information, live help, etc." One participant left the question blank.

11. Do you have any other questions or comments about the Web site or your experiences with it?

Three participants indicated they did not have additional feedback. One person said it was a "very solid Web site. More evidence from recognized Federal sources would boost the credibility of the site—hotlinks would be the best—don't duplicate other good work, but provide ready access to excellent, scientific materials." Four participants left the question blank.

Post-Test Questions for E1–E4

The following questions were completed by the E1–E4s:

1. What are your overall impressions of the Web site?

Two participants indicated they liked the site's general ease of use and understandable information. Comments included "It has good info and good tips" and the site has a "variety of information and help to quit smoking." One person wanted to see more photos, colors, and graphics to attract readers on the homepage.

2. What do you like best about the Web site?

Two participants indicated the "Live Chat." One participant indicated the ease of use and accessibility. Another person indicated the "information it gives."

3. What do you like least about the Web site?

Participants either left the question blank or indicated there was nothing they didn't like.

4. If you could make one significant change to this Web site, what change would you make?

One participant indicated "more graphics" and three left the question blank.

5. Would you return to this Web site on your own in the future? Why/why not?

All participants indicated that they would return to the Quit Tobacco—Make Everyone Proud Web site. One person intended to use it "in case of relapse." Another person wrote, "Sure, just because I do not smoke does not mean I cannot help someone else quit!" One participant wrote, "[I] would use it in my tobacco cessation classes, giving participants one more means of assistance."

6. Are there materials or information you would like to see added to the Web site? If so, please describe.

The respondents either left this blank or indicated "Nothing."

7. **Would you recommend this Web site to a colleague? To a friend?**

   All of the respondents indicated "Yes" to both questions. One indicated "Yes, already did."

8. **Would you recommend the games on this site to a friend or colleague?**

   Three respondents indicated "Yes" and one left the question blank.

9. **Do you have any other questions or comments about the Web site or your experiences with it?**

   None of the respondents had questions. One person indicated "I believe the information available is sufficient." Two left the question blank.