Qualitative Analysis for the Usability of the Caring For Others Website
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Categories	Themes	Qualifier	Content Example	Technical and Socio-Technical Requirements
CFO as an effective medium of communication	Information Advice Compassion Relationships Personal foresight Within group vs. outside of group Usefulness of technology Limitations	Prominent	"There's no doubt that it brings knowledge, it's a social life that you wouldn't have otherwise." "There is no doubt in the world that the sympathy and empathy that is shown by others…" "[Regarding benefits] Primarily, other people's opinions and their support. You sort of form a relationship with these people." "Although that helps quite a bit at the time, it doesn't help when you're not there."	Currently, CFO contributes to enhancing communication. These benefits are limited by several factors which can be addressed through the following: ■ Reduce computer problems and technical issues which prevent effective communication ■ Support participant communication outside of the video conference application ■ Support participant communication outside of the CFO application ■ Support participant communication more often than one weekly session
CFO offers inadequate feedback	Minimized Facial Expressions More often empathy than solutions Not a round table Less contributions from some participants Allows people to be discrete	Minor	"We all found that face to face seemed to be better… you can read people's emotions better." "It is not a round table. A round table is where everybody is sitting there and you can interject." "You can't break in unless the person running the conference allows you to – they'll say we're going to hear from so and so now… but you may have an 'on the tip of your tongue answer'"	Currently, CFO does not support the user's expectations for feedback. Specific technical factors include: ■ Support spontaneous communication in video conferences ■ Support concurrent sound input from multiple users ■ Support ability for users to explore different roles in the conference that allow them to alter the amount of contributions or types of contributions that they make
CFO and it's dependency on consistent use and habituation	Computer is not center of life Practice using computer	Minor	"I can't see for myself or most seniors that it's going to be a thing that will be the center of their lives." "[Regarding computer use] It's like everything else. You do it often enough it becomes habit."	CFO participants use applications only when they feel comfortable with them and they see the benefits of them. Factors that need to be addressed include: ■ Continuous training ■ Time and practice ■ New and updated features ■ A sense of community, partnership, and caring for the CFO group ■ A sense of cost and benefit; responsibilities towards the CFO 'community'.

The importance of change: variety, growth and learning	Change in behaviours e.g. denial, no need for help. A factor in personal health A factor is decision making e.g. putting spouse in home The ability to take advice Personal growth Need more to life that caregiving e.g. get out of house, have interests and distractions Learning to use the computer Feelings towards the computer e.g. hesitant at first	Prominent	"You don't usually recognize that you're having a problem, or you don't want to admit it" "I needed somebody to steer me right in the early years." "I don't listen, that's my problem. I know I'm hard headed." "[On new users and training] to sit there, to even figure it out would make her too nervous… If someone sits with her for a while then it may be ok and she may be very interested." "Once everybody was over the apprehension and they got into it, it worked pretty good."	CFO participants go through many changes as a result of their situations and using the CFO system. Important factors include: ■ Support for all stages of the caregiving process ■ Support for personal growth ■ Support for training for a range of user levels and a range of applications
Time	Quick and easy functionality No need to travel to support group Busy schedules	Minor	"…It should be simpler to do. It's not complicated and difficult to do, it just should be quicker and easier." "The real factor in having a computer is that there's no geography. You can walk downstairs or upstairs or go into the next room and that's a big thing for people who may be physically difficult to get about and don't have the time to travel."	Some CFO features have minor usability issues that prevent 'quick and easy' use. These issues generally address: ■ The number of buttons and repetitions on the main page ■ The inability to navigate through the Handbook (back, next, print, scroll, close) ■ The visibility of whether or not items are 'clickable' ■ Meaning of icons (e.g. one camera vs. many in the video conference link) ■ Unclear functionality of the 'Go' button
Differences among participants	Need specialized personal communication based on specific person Different people react differently (to advice, to situations, to computers) People benefit differently from CFO	Prominent	"We generalize when we talk about that [task management]. We have to put it down to each person, each patient, each caregiver." "Because you can't help anybody if they don't talk… Just sitting there listening doesn't do much… we had people who say very little. And if I call them on the phone it's a different story."	CFO participants range in caregiving stages, and personal needs. System factors include: ■ The need for personalized support ■ Support multiple uses and benefits from the system ■ Support user differences ■ Support for all stages of the caregiving process ■ Support ability for users to explore different roles in the conference that allow them to alter the amount of

	Different stages in caregiving Different amounts of contribution in discussions Personal uniqueness e.g. Will this advice be helpful in my situation? My situation is different		"I can easily talk to other people about their problems but there are very few who know about mine."	contributions or types of contributions that they make
Similarities among participants	Common bond through similar experiences All need training to some degree Rather call group member than chat or email Participant are not exploratory in nature (from task analysis data)	Medium	"You can't tell anyone what a tooth ache is like until you've had it… People will listen to that because they know this person has gone through it or is going through it." "And if I call them on the phone it's a different story. So if I feel someone is in trouble I call them afterwards and I talk to them and it's a completely different story. Again, it's personal." "If we want to talk to each other we phone each other. I'd rather talk on the phone"	As mentioned, continuous training is an important issue, as is the ability to communicate share experiences. Participants rarely used features that they were not trained on or did not see the benefit of using. ■ The system can support a more exploratory nature in the users, whether through training, communication within group sessions, or through system design
Information and resources	Reading literature, internet, magazines, papers From comrades vs. professionals Changes in needs regarding information (the early years and early symptoms vs. caring today) Learning about caring and what's needed: understanding the symptoms and how to respond to them	Prominent	"…Whether it's in a magazine, newspaper, they'll read it. Especially when it talks about help – medications, treatment. You just pick it up. Pour over it. Read it in detail. And sometimes you keep the article to ask a professional how will that help my spouse…" "I don't think I was aware that he was slipping at the time. I didn't realize until he had the stroke. More information about the signs." "I missed all the early symptoms because people who have Alzheimer's mask their symptoms unbelievably."	People need continuous access to a wide range of updated information and resources.