

Alliance Peds WCC Content Project - Usability Testing

1. Introduction and Overview

Thank you for volunteering to be an Alliance Usability Tester!

This Survey Monkey addresses basic principles of usability as demonstrated in evidence-based research on usability in electronic health records. Usability is the effectiveness, efficiency, and satisfaction with which the intended users can achieve their tasks in the intended context of use (Schumacher and Lowry, 2010). Determining the level of usability involves looking at multiple core principles.

Each page will present a usability principle. Questions presented will address the principle defined on that page. Please be honest in your feedback and ratings.

We appreciate your time, efforts, and expertise!

Thank you,

The Alliance of Chicago Clinical Team

References:

[1] Healthcare Information and Management Systems Society (HIMSS) EHR Usability Task Force. (2009). Defining and Testing EMR Usability: Principles and Proposed Methods of EMR Usability Evaluation and Rating. HIMSS. Accessed November 7, 2012, from http://www.himss.org/content/files/himss_definingandtestingemrusability.pdf.

[2] Schumacher, R.M., Lowry, S.Z. (2010). NIST Guide to the processes approach for improving the usability of electronic health records. United States Department of Commerce & National Institute of Standards and Technology. Accessed September 20, 2011, from http://www.nist.gov/itl/hit/upload/Guide_Final_Publication_Version.pdf.

[3] Corrao, N.J., Robinson, A.G., Swiernik, M.A., Naeim, A. (2010). Importance of testing usability when selecting and implementing an electronic health or medical record system. Journal of Oncology Practice, 6(3), 120-124. Accessed September 20, 2011, from <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2868635/pdf/jop120.pdf>.

2. Identification

1. Name:

3. Simplicity

Simplicity

Does information presented seem uniform and organized, or chaotic? Simplicity refers to having a lack of visual clutter and concise information display. Simplicity is difficult to achieve as the more complex a task becomes, the more important it is to maintain a sense of simplicity. Think of a "less is more" philosophy while assessing this principle.

Questions will be in a Yes-No format or asking for an answer on a 1-5 scale.

1 - Terrible

2 - Poor

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- 3 - Fair
- 4 - Good
- 5 - Excellent

2. Is visual clutter is kept to a minimum?

- ☐ Yes
- ☐ No
- ☐ Unsure

3. Please rate the degree of ease in moving from one topic/option to the next within the content:

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5

4. With respect to simplicity as a whole, please rate the content:

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5

5. Additional comments on simplicity:

4. Naturalness

Naturalness

The flow of information in the content should match the internal thinking of the user. Forms with a foundation of naturalness seem immediately easy to use and manipulate. An automatic sense of "familiarity" is sought after.

Questions will be asking for an answer on a 1-5 scale.

- 1 - Terrible
- 2 - Poor
- 3 - Fair
- 4 - Good
- 5 - Excellent

6. Please rate how well the act of documenting in the content follows a natural workflow process specific to Well Child Care visits:

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5

7. Please rate how well information presented in the content minimizes repetition of data entry:

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5

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8. Please rate how well interactions within the content seem intuitive to follow:

- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

9. With respect to naturalness as a whole, please rate the content:

- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

10. Additional comments on naturalness:

5. Consistency

Consistency

This principle has two considerations: external and internal consistency...

"Internal" consistency refers to how well the content uses concepts, behaviors, and appearances consistently throughout its screens/layout.

"External" consistency refers to how well the content's structure and interactions match the user's experience with other forms or clinical content.

Questions will be asking for an answer on a 1-5 scale.

- 1 - Terrible
- 2 - Poor
- 3 - Fair
- 4 - Good
- 5 - Excellent

11. Please rate how well the content uses similar formatting throughout all tabs, in both the Gatekeeper form and the age-specific forms:

- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

12. Please rate how well the content follows a uniform process of data entry and storage:

- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

13. Please rate how well the content uses similar formatting to other Alliance forms:

- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

14. With respect to consistency as a whole, please rate the form:

- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

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15. Additional comments on consistency:

6. Minimizing Cognitive Load

Minimizing Cognitive Load

This principle of usability asks how well the content seems to avoid mental interruptions. For example, does the content provoke many thoughts such as “how do I...” or “What does this do...”? Time and energy needed to think about difficult concepts should be saved for patient care, not on how to use the content. An ideal design has a low cognitive load so that the user can save their mental capacity on the clinical picture.

Questions will be asking for an answer on a 1-5 scale.

- 1 - Terrible
- 2 - Poor
- 3 - Fair
- 4 - Good
- 5 - Excellent

16. Please provide your ratings for the *gatekeeper* form, the "Well Child Care" form:

	1	2	3	4	5
How well it strives to use minimal steps to enable quick review/charting of WCC information:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How well decision support is used to provide recommendations:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The need for interpretation (are "how do I..." or "what does this do?" type questions minimized or eliminated?):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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17. Please provide your ratings for the *age-specific* WCC forms (i.e., WCC 2-5 Days, WCC 1 Months, etc.):

	1	2	3	4	5
How well it strives to use minimal steps to enable quick review/charting of WCC information:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How well decision support is used to provide recommendations:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The need for interpretation (are "how do I..." or "what does this do?" type questions minimized or eliminated?):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. With respect to minimizing cognitive load as a whole, please rate the content:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

19. Additional comments on minimizing cognitive load:

7. Efficient Interactions

Efficient Interactions

This principle refers to how concisely information is displayed, entered, and documented. Key aspects include minimizing the amount of required work to achieve a task and providing shortcuts when possible.

Questions will be asking for an answer on a 1-5 scale.

- 1 - Terrible
- 2 - Poor
- 3 - Fair
- 4 - Good
- 5 - Excellent

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20. Please rate how well the form minimized steps to complete documentation of:

	1	2	3	4	5
Intake & CC/HPI information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Patient History & any special healthcare needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social/Family information & Parent-Child Interaction topics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Developmental Milestones	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall development topics (nutrition, elimination, sleep, behavior, activity)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Review of Systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical Exam	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Anticipatory Guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assessment & Plan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. Please rate the distance and frequency in which you have to move your mouse/cursor in order to document in...

	1	2	3	4	5
Intake & CC/HPI information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Patient History & any special healthcare needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social/Family information & Parent-Child Interaction topics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Developmental Milestones	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall development topics (nutrition, elimination, sleep, behavior, activity)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Review of Systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical Exam	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Anticipatory Guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assessment & Plan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

22. Please rate how well does the content utilize shortcuts to increase efficiency in documentation:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

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23. Did you have to scroll to see the forms fully? Please choose all that apply.

- ☐ Yes, I had to scroll right.
- ☐ Yes, I had to scroll down.
- ☐ No, I didn't have to scroll at all.

24. With respect to efficient interactions as a whole, please rate the content:

- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

25. Additional comments on efficient interactions:

8. Forgiveness and Feedback

Forgiveness and Feedback

This area describes how well the design of the content allows the user to explore options and features without a fear of harm or “getting lost”. The user should not feel nervous nor intimidated of creating errors while learning the content. The feeling of “I can’t figure out how to go back” if a change is required should be minimized.

Questions will be in a Yes-No format or asking for an answer on a 1-5 scale.

- 1 - Terrible
- 2 - Poor
- 3 - Fair
- 4 - Good
- 5 - Excellent

26. Is recovery and rectification of information quick and easy if an error is made?

- ☐ Yes
- ☐ No
- ☐ Unsure

27. Do “go back” functionalities appear intuitive and easy to find?

- ☐ Yes
- ☐ No
- ☐ Unsure

28. With respect to forgiveness and feedback as a whole, please rate the content:

- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

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29. Additional comments on forgiveness and feedback:

9. Effective Use of Language

Effective Use of Language

This principle refers to the use of concise, unambiguous terminology in the content. Language should be congruent with what is familiar to the user. All CAPS writing is to absolutely minimized or not used at all. All text should be thought through to reduce "information overload".

Questions will be in a Yes-No format or asking for an answer on a 1-5 scale.

- 1 - Terrible
- 2 - Poor
- 3 - Fair
- 4 - Good
- 5 - Excellent

30. Is terminology in the content congruent with what is used in real-life Well Child Care visits?

- ☐ Yes
- ☐ No
- ☐ Unsure

31. Are abbreviations and acronyms used in the content commonly understood by users and reflective of the oral language used in Well Child Care?

- ☐ Yes
- ☐ No
- ☐ Unsure

32. Is writing in all CAPS minimized or eliminated?

- ☐ Yes
- ☐ No
- ☐ Unsure

33. With respect to effective use of language as a whole, please rate the content:

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5

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34. Additional comments on effective use of language:

10. Effective Information Presentation

This principle covers three main topics:

- [1] Appropriate Density
- [2] Meaningful Use of Color
- [3] Readability & Scan-ability

Appropriate Density – The time spent searching for information on a display and the degree of user errors increases as the amount of information displayed increases. Balancing out relevance in what is displayed with the amount of real estate you have for a user interface is the key focus of this topic.

Meaningful Use of Color - Colors are used to transmit messages. They are one of the few tools that incorporate thoughts/actions without words and should be used appropriately.

Readability & Scan-ability - The ability to scan information quickly while understanding at a high level what that information means.

Questions will be in a Yes-No format or asking for an answer on a 1-5 scale.

- 1 - Terrible
- 2 - Poor
- 3 - Fair
- 4 - Good
- 5 - Excellent

35. Please rate the degree of appropriate density for the following tabs of the WCC *gatekeeper* form. Please refer to your screenshots provided by Shannon or the Demo environment if you cannot remember what the tabs look like.

	1	2	3	4	5
Summary tab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pediatric Screening Scores tab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Immunizations tab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bright Futures Recommendations tab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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36. Please rate the degree of appropriate density for the following tabs of the WCC *age-specific* forms. Please refer to your screenshots provided by Shannon or the Demo environment if you cannot remember what the tabs look like.

	1	2	3	4	5
Summary tab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intake & CC/HPI tab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hx Screening tab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School & ROS tab (adolescents)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical Exam tab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Anticipatory Guidance tab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

37. Is meaningful use of color consistently used in the Well Child Care content?

- ☐ Yes
- ☐ No
- ☐ Unsure

38. Please rate the readability and scan-ability of the following tabs of the WCC *gatekeeper* form. Please refer to your screenshots provided by Shannon or the Demo environment if you cannot remember what the tabs look like.

	1	2	3	4	5
Summary tab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pediatric Screening Scores tab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Immunizations tab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bright Futures Recommendations tab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

39. Please rate the readability and scan-ability of the following tabs of the WCC *age-specific* forms. Please refer to your screenshots provided by Shannon or the Demo environment if you cannot remember what the tabs look like.

	1	2	3	4	5
Summary tab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intake & CC/HPI tab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hx Screening tab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School & ROS tab (adolescents)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical Exam tab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Anticipatory Guidance tab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

40. With respect to effective information presentation as a whole, please rate the content:

- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

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41. Additional comments on effective information presentation:

11. Preservation of Context

Preservation of Context

This principle involves keeping the content as transparent as possible. Screen changes and visual interruptions ought to be kept to a minimum. Basically, you do not want to feel like your eyes are constantly volleying back and forth or up and down. Similar to reading a page out of a book, your visual context should follow a natural order. This aspect of usability also refers to how "direct" the content is. Changes made by the user in the content should be immediately visible onscreen.

Questions will be asking for an answer on a 1-5 scale.

- 1 - Terrible
- 2 - Poor
- 3 - Fair
- 4 - Good
- 5 - Excellent

42. Please rate how well pop-up alerts are kept to a minimum:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

43. When you make edits in the form, please rate how soon you see that edit as you expect it?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

44. Please rate how well a pattern of top-to-bottom or left-to-right navigation is found in the following tabs of the WCC *gatekeeper* form. Please refer to your screenshots provided by Shannon or the Demo environment if you cannot remember what the tabs look like.

	1	2	3	4	5
Summary tab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pediatric Screening Scores tab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Immunizations tab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bright Futures Recommendations tab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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45. Please rate how well a pattern of top-to-bottom or left-to-right navigation is found in the following tabs of the WCC *age-specific* forms. Please refer to your screenshots provided by Shannon or the Demo environment if you cannot remember what the tabs look like.

	1	2	3	4	5
Summary tab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intake & CC/HPI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hx Screening tab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School & ROS tab (adolescents)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical Exam tab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Anticipatory Guidance tab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

46. With respect to preservation of context as a whole, please rate the content:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

47. Additional comments on preservation of context:

12. Form Design Review

You will now be asked specific questions about the content's overall design and concept.

Questions will be in a Yes-No format or asking for an answer on a 1-5 scale.

- 1 - Terrible
- 2 - Poor
- 3 - Fair
- 4 - Good
- 5 - Excellent

For any answers of "Unsure" or "No", please elaborate on that answer in the Comments box at the end of this page.

48. Do you feel that the content accurately represents Bright Futures recommendations?

- ☐ Yes
- ☐ No
- ☐ Unsure

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49. Do you feel that the content fulfills the "80-20" rule for Well Child Care, where at least 80% of items that you would want to document for a Well Child Care visit are fulfilled by the content?

- ☐ Yes
- ☐ No
- ☐ Unsure

50. Do you feel that the content will help facilitate a Patient-Centered Medical Home model at your organization?

- ☐ Yes
- ☐ No
- ☐ Unsure

51. Do you feel that the content will help facilitate reporting and audits for state-specific EPSDT guidelines?

- ☐ Yes
- ☐ No
- ☐ Unsure

52. You will now be asked about how well this content achieves the goals of the project. On a scale of 1-5, please rate the content's success in...

	1	2	3	4	5
Improving the speed, accuracy, and efficiency of accessing, reviewing, and charting WCC information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing a standard data set for easier data review during the visit, as well as ease of data reporting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Offering a streamlined design template	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Basing the content on Bright Futures recommendations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Incorporating best-practice AND evidence-based guidelines to enhance clinical decision support of Well Child Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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53. Please rate your comfort level in navigating through the forms with minimal training:

- ☐ 1 - I did not feel comfortable at all and repeatedly asked questions to help me understand the form.
- ☐ 2 - I had a few specific questions about the navigation.
- ☐ 3 - I had a few questions but was able to figure it out after playing around and using the form.
- ☐ 4 - I felt fully comfortable and did not have any questions.

13. Training Needs

You will now be asked questions specific to the types of training opportunities that should be offered for this content. When answering these questions, think about the degree of *change* you will experience from your existing content to this new WCC content.

54. What type(s) of training do you think is **REQUIRED** for Alliance providers, prior to rolling this content out to the Alliance User Community? Please choose all that apply.

- ☐ "What is Bright Futures?" webinar
- ☐ FAQ Document
- ☐ Webinar Training on the Content
- ☐ In-Person Classroom Training
- ☐ Simulation Training, where your schedule is blocked to allow for use of an exam room, to mimic a WCC visit with a fake patient
- ☐ Other (please specify)

55. Do you think that every single provider at your Health Center **MUST** go through some required training prior to using the WCC content with real, live patients?

- ☐ Yes
- ☐ No
- ☐ Unsure

Why or why not?

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56. What types of training opportunities should the Alliance offer to help make this rollout successful at your Health Center? Please choose all that apply.

- ☐ "What is Bright Futures?" webinar
- ☐ FAQ Document
- ☐ Train-the-Trainer Training (where we train a resource at your Health Center, so that this resource can then provide training to your Health Center staff)
- ☐ Webinar Training on the Content
- ☐ In-Person Classroom Training
- ☐ Simulation Training Support (where your schedule is blocked to allow for use of an exam room, to mimic a WCC visit with a fake patient)
- ☐ Go-Live Support (where someone is at your clinic available for real-time assistance)
- ☐ Optimization Training Post-Go-Live (where we assess your providers' competency for the content after you have had a chance to use the content & offer tips/tricks)
- ☐ Reporting Tips/Tricks Webinar
- ☐ Reporting Tips/Tricks In-Person Training
- ☐ Other (please specify)

57. Comments:

14. Additional Comments

58. How long did it take you to complete this survey?

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59. Any additional comments about the content?

A large, empty text area for comments, with a light gray background and a vertical scrollbar on the right side. The text area is rectangular and occupies the upper portion of the page below the question. The scrollbar is located on the right edge of the text area, indicating that the area is scrollable. The background of the text area is a light gray color, and the scrollbar is a standard web browser scrollbar with a white track and a gray slider.