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## Heart Disease Usability Test Protocol

### **Introduction:**

Thank you very much for agreeing to participate in this usability test. For approximately the next **30 minutes**, we will evaluate our heart risk prediction website to better understand how you interact with it and how we might improve it. Please remember, we are **evaluating the website's usability, not your abilities**.

This session will be recorded for note-taking purposes, enabling us to review your interaction carefully afterward. Your personal details will remain strictly confidential and will not appear in our notes or reports. The recording will be deleted upon the conclusion of this study.

While interacting with the website, please **think aloud**, sharing your thoughts, feelings, likes, dislikes, any surprises or confusion, and any additional comments you have.

Do you have any questions before we begin?

### **Background:**

First, we'd like to understand your previous experience with health-related websites or applications.

Have you ever used a health or medical application or website before?

What was your experience like, and what features did you find helpful or frustrating?

What are your expectations when using an app designed to assess your heart health risk?

## Tasks:

1. A friend recommends a website that allows you to quickly check your heart risk without needing to create an account. Try to use the website to quickly get your risk percentage by inputting biometric information such as blood pressure and cholesterol levels.

Able to navigate the site, enter biometrics, and get your risks ☐ Yes ☐ No

On a scale from 1 to 5, where 1 is "Very Difficult" and 5 is "Very Easy", how would you rate completing this task on this prototype? Why?

2. You found the initial risk check helpful and now want to regularly monitor your health data over time. To keep track of your results and observe changes, you decide to create an account on the website. After registering, enter your biometric data again to establish a baseline reading for future comparisons.

Able to create an account, enter biometrics, and get your risks: ☐ Yes ☐ No

On a scale from 1 to 5, where 1 is "Very Difficult" and 5 is "Very Easy", how would you rate completing this task on this prototype? Why?

3. You have some doubts about the accuracy of the AI-driven model the website uses. You decide to explore information provided by the site about the model's reliability, accuracy, and data used to decide if you can trust the results it gives you. Afterward, perform another biometric data submission and review how your results are presented in your dashboard.

Able to understand the AI model from the 'About Page', enter biometrics, and understand the dashboard: ☐ Yes ☐ No

On a scale from 1 to 5, where 1 is "Very Difficult" and 5 is "Very Easy", how would you rate completing this task on this prototype? Why?

Did the provided information increase your confidence in the accuracy of the AI model?

Was the dashboard clear and easy to interpret? Were there any aspects of the dashboard you found confusing?

4. You are curious about other tools or resources the website might offer beyond basic risk assessment. Take some time to explore different sections or features available on the site, looking specifically for educational materials, additional health tips, or ways to interact more deeply with your health data.

Able to successfully identify and explore additional resources or features beyond basic risk assessment: ☐ Yes ☐ No

On a scale from 1 to 5, where 1 is "Very Difficult" and 5 is "Very Easy", how would you rate completing this task on this prototype? Why?

Did you find these resources helpful or relevant to your health concerns?

**Debrief:**

How easy and accessible did you find the overall process?

Were there any particular aspects of the interface that you found especially clear or confusing?

What changes or improvements would you suggest for the application?

Was the information provided by the app clear, and did it resolve any uncertainties you initially had?