**SESSION PROTOCOL**

The user needs and requirements survey sessions can be broadly divided into 3 parts:

1. **Pre-Survey**

In order to shortlist 10 promising participants, we will send out a questionnaire prepared using google forms that will help us get to know about our participants’ demographics like age, gender, country, marital and employment status and their comfortableness with technology. We also get to know how often they require medical care so that we can group them into user groups accordingly. This helps us pick a diverse pool of candidates that could potentially give a wide range of ideas and feedback.

1. **Primary Survey**

Our pool of participants will consist of people from Toronto as well as multiple other countries. Due to this, we plan to conduct our sessions both online using Zoom and offline in person. Each session will be hosted by 2 members of our team with one of them asking questions and the other making notes and observations. We encourage our participants to speak out loud as they perform the given tasks.

Our pool of participants will be divided into two user groups. Refer “User needs assessment requirements” file for more details. Each user group is assigned a set of 3 tasks listed out in the file mentioned. The following are the questions to be asked during the sessions:

1. What are your preferred methods of searching for doctors and booking appointments? Please walk us through how you go about doing that.
2. Why do you prefer using the method you mentioned over others? Is it faster, more simple or reliable?
3. How do you prefer to consult with healthcare professionals?
4. Do you have any specific accessibility needs, such as larger text, voice commands, or screen reader support?
5. Do you feel booking an appointment with a doctor is as easy as booking a movie ticket?
6. Why do you think so? Try comparing the both and see which part is as easy or hard compared to the other?

As this is one of the initial set of sessions, we will aim to keep pre conceived questions to a minimum and focus on observing user behavior and basing questions on the same. The observations will focus on Workflows of the users : How, when and users complete their tasks; High priority tasks, information and decisions; How information flows; Tools and technologies that are used.

All online and in person interviews will be recorded and carefully studied later to complete user needs and requirements reports.

**3. Post Survey Feedback**

After the completion of live interviews, will we send out surveys asking users about their thoughts on their experience performing the tasks. There will also be questions asking them about their opinions and thoughts on how the UX functionalities can be improved upon. The aim of this last and final survey is to allow people to share their thoughts from the comfort of their own where they do not feel the pressure of being scrutinized.