# Introduction 3 min

<<moderator intro - explanations added as appropriate>>

***Before session: Start webex, display welcome ppt., open tabs for invision and for extra materials***

Hello. My name is Teri Brooks. Nina will be logging your comments for us today, and she will let me know if I forget to ask you something. There may be members of the site development team observing today as well.

The first thing I would like you to do is to review the consent form. This form is saying that you agree to participate in the study and that you agree to be video and audio recorded. After you read it, please indicate if you agree or disagree. **[Moderator, if agree, turn on recording and re-ask for the audio]**

I am going to read this introduction to you because we want to be sure that we don’t miss anything. Feel free to stop me with questions at any time.

I am from an independent company. We are hired to conduct activities with people like you that will use their websites.

You have been invited today to use a mockup of a website to assist in including user centered activities in your work. This is not working software; the screens represent what the team thinks will be useful. This is an opportunity to give the development team feedback, and tell us what would make it more useful.

This session with you is part of incorporating user centered activities in development and design work. Which is what the website will include.

Please be open and honest with your comments. Everything you say, positive or negative, will help us to understand how to improve in order to meet your needs.

Do you have any questions before we begin?

**Think Aloud**

During the session today, I want you to think aloud. Meaning, as you look at a screen, please tell me what you are thinking, and what you are looking for. This isn’t the most natural thing to do, so if you are quiet, I may prompt you to say what you are thinking.

# Tasks are listed in priority order

As time permits, all tasks will be presented to participant. Time for wrap up questions will be fixed, not removed to accommodate an additional task.

[Moderator open Invision, pass keyboard and mouse control to participant, check if recording is on.]

## Task 1: Find and explore clinical reminder play book

Here is the scenario: You have received a work request, to develop a new local clinical reminder. Your manager told you about a website that is supposed to help incorporate user centered design and usability into the clinical reminders. You have the link to that website, we are starting here.

|  |  |
| --- | --- |
| Probes | Responses |
| Tell me what looks meaningful to you. |  |
| Not meaningful. |  |
| Now, without clicking, please walk through the menu items on the top, and tell me what you would expect to find in each area. |  |
| Fundamental Concepts |  |
| User Experience Process |  |
| Methods |  |
| Training |  |
| Resources |  |
| Playbooks |  |
| Clinical Reminder Playbook |  |
| Now I would like you to explore the menu items, and let me know what makes sense to you, and what is unfamiliar to you. |  |
| Where did the participant think the playbook would be? |  |

## Task 2: Process overview

Now, I want you to locate a playbook on the site. Then let's start with the one for a clinical reminder. On the page, I want you to take a few minutes to familiarize yourself, please think aloud as you look through it. Although this is not functional software, some areas will respond to clicks, feel free to try anything, and let me know what you are doing and what you expect to happen.

|  |  |
| --- | --- |
| Probes | Responses |
| Tell me about this screen. |  |
| How would you use this information? |  |
| OK, reviewing the process section, in your own words, what does this diagram represent to you? |  |
| How would you use this information? |  |
| Take a look a the Plan section, and tell me what this means to you. |  |
| Tell me your thoughts about the work here, in terms of your own experience with timing, etc. |  |
| Probe on Checklist if not mentioned. |  |
| Probe on Methods box if not mentioned. |  |
| Probe on Artifacts if not mentioned. |  |
| Probe on Tools if not mentioned. |  |
| Any final thoughts on this area? |  |
|  |  |
| Probes on any areas not yet commented on. |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

## Task 3: Review clinical reminder playbook: Plan and Evaluate

Now, I want you to locate a playbook on the site. Then let's start with the one for a clinical reminder. On the page, I want you to take a few minutes to familiarize yourself, please think aloud as you look through it. Although this is not functional software, some areas will respond to clicks, feel free to try anything, and let me know what you are doing and what you expect to happen.

|  |  |
| --- | --- |
| Now, show me the Evaluate section. |  |
| Tell me your thoughts about the work here, in terms of your own experience with timing, etc. |  |
| Show me how you would find out more about the method here. |  |
| Take a look at this screen, then tell me what makes sense, and what does not make sense here. |  |
| Probe on the expertise rating. |  |
| Probe on How To if not mentioned. |  |
| Time permitting ask about the areas at the bottom. |  |
|  |  |
| Site organization & Navigation |  |
| •Site-level |  |
| •Method Details |  |
| •Playbook Details |  |
| •Playbook Main |  |
|  |  |

## Debrief

1. Tell me the top reasons this site would provide value in your work?
2. What else might be included or removed that would make the site more useful or valuable to you?
3. How might you integrate the information into your work?
4. Are there barriers to that? What are they?

On a scale from 0-10, where 0 is not at all likely, and 10 is extremely likely, how likely are you to recommend this site to other (CACs, NIs)? [Note-this is just to spur more conversation while gathering this data.]

Thank you for your time, we appreciate your input. Your feedback will be combined with the input from others to inform the development team.

# Appendix A: Consent Agreement SHown at Start of Session

Agreement

* I voluntarily agree to participate in an evaluation being conducted by the HFE team.
* I authorize the HFE team to keep, preserve, use in any manner and dispose of the findings from this evaluation, including my feedback and opinions expressed. The HFE team will not associate my name or organization name with the results of this evaluation.
* I give my permission for to make screen video and audio records of me during this evaluation. I understand that these recordings can be used only for evaluation purposes and can be used for no other purpose without my knowledge and consent.
* I understand that my participation is completely voluntary. I understand that I can stop participating and that I may leave at any time. I agree to immediately raise any concerns or areas of discomfort with the study administrator.