**User Testing:**

*Graham volunteered to help with user testing yesterday too*

**Who:**Holly and I each try to interview 2 people tonight?   
The same people we interviewed before so they have context?

**How:**

Do we have a working testing site we can give them access to?

Do we record in Webex?  
Do we create a PDF and walk them through it?

Capture notes and synthesize tomorrow with feedback to the team.

**Capture Evidence:**

Are videos allowed as evidence? For example if we led a user through a webex and record? At least one of these?

**For Team:  
Scenario 1:**

* Answers Use Case: ‘Is this symptom related to the drug?’
* Modeled after Charlotte’s interview.

**Scenario 2:**

* Answers Use Case: ‘Does this recall affect me?’
* Modeled after Sandy’s interview.

**Scenario 3:**

* Answers Use Case: ‘What is the risk profile of this drug?’
* Modeled after Sandy’s interview.
* **Scenario 4:**  
  Answers use case: What are drug-on-drug interactions?
* Modeled after Jane’s interview

**Discussion Guide (Rough)**

**General Concept**

* Set up context
* Show different widgets
* Stop at every screen to ask questions about their experience, (how does this compare/contrast to their current process) and get their reactions about the screen.

**Setup**

Welcome. Today we’re going to show you some screens and be asking you some questions to get your feedback on what will make the best experience for searching FDA information about drugs, devices, and food.

We would like to record our discussion today, both audio and screen capture on the WebEx to ensure that we capture your thoughts and opinions accurately. The data will never be used for public purposes. **Is it OK for us to record the session today?**

We are looking for your open and honest feedback. Please talk aloud and describe your reactions to what you see. Your opinions are very valuable to us and we want you to know that there are no right or wrong answers during this conversation.

**Concept Validation**

For the next part of the conversation, we’re going to walk through some concepts we created for searching the FDA’s open information. I will share my screen so you can see the same thing I am seeing.

***We need your feedback to help us understand how we could make this a useful search tool for you.***

**Concept Overview**

**Search Box**

Here you can see an open search box on the FDA site called CheckFDA. You can use this search box just like Google to type in anything you would like to know about regulated drugs (pharmaceutical and over the counter), medical devices, and food.

**Scenarios**

See interviewer questions below all scenarios.

**Scenario 1**

Now let’s imagine that you are the adult child of an aging mother who has ALS progressive nerve cell disease. Your mother recently stopped taking a couple medications and changed to another. After a couple days, your mother complains to you of hallucinations and she starts to act strangely like swatting at the air. You are very concerned, but the doctor says this behavior is part of her condition. However, you think it could possibly be due to her new medication routine.

***Likely Show Drug Label Widget, Drug Adverse Events Widget***

**Scenario 2**

In this next scenario, you have just returned from a camping trip when you read online a story about a recall of Sabra hummus in your area. You remember that you and your friends were eating Sabra over the weekend. You want to know more details about the food recall.

***Likely Recall Widget, Recall by Geography Widget***

**Scenario 3**

In a third scenario you are the parent of a child with severe Eczema. The doctor has prescribed a steroid topical medicine, but hasn’t provided much other information. You think steroids might be too severe, and you’re concerned about how or if to use it.

***Likely Show Label Widget***

**Scenario 4**

Your significant other has just been diagnosed with cancer and prescribed 2 different, complicated medications. You want to learn more, including if there are any interactions between the drugs and if this is a typical treatment for people like your husband.

***Likely Show Label Widget, Adverse Events Demographics Widget***

**Questions for All Scenarios:**  
***Input Questions:***

* What would you type into the search box?
* Why?

***Return Questions:***

* Describe what you see here
* What are your reactions?
* What else would you expect to see?
* What is helpful about this view?
* How could we make the information more understandable?
* How could we make the information more useful?
* What would you do next?
* What would you click on to learn more?
* How might you refine your search to get the information you’re looking for?