

# Protocol: Doctor Verde Evaluation

## Introduction

(Following informed consent...) Thank you for agreeing to participate. For the next 30 minutes, we will be looking at an application to gain insight into how you would use it and how to make it easier to use. Keep in mind though, that this is not a test of you, we are evaluating the application.

We will be video recording this interview for note-taking purposes so I can go back and review it in case I missed anything. At the end of the study, we will delete the recording. Your name and any other personal information will not be included in the notes and will be kept strictly confidential.

While you use the application I would like you to “think out loud” and let me know what you are doing and thinking – what you like and dislike, what surprises or confuses you, and any other thoughts you have.

Do you have any questions before we begin?

## Background

First, let me ask you a few questions about your previous experience taking care of plants.

1. Think back to when you bought your first plant. Did you search for ways to take care of it? If so, what websites or utilities did you use (if any)?

What did you search for when looking for help?

*Websites / Utilities:*

*Queries:*

2. (If has used websites/utilities) Is there anything you believe could be added to the site or utility used that would have made your search faster and/or easier?

### **Task 1**

Now, I want you to imagine that you are given a plant as a present. You want to care for it properly but you've never seen or heard of the plant before. Walk me through how you'd go about using the app to find information on the plant & the proper care routine for it.

Note: Ease of identification & useful information

Using the scan a plant feature: ☐ Yes ☐ No

Using the built in plant database: ☐ Yes ☐ No

Bypass the app and just use google: ☐ Yes ☐ No

1. On a scale from 1-5, where 1 is “Very Difficult” and 5 is “Very Easy”, how would you rate being able to identify the plant & the proper care for it?

## Task 2

Imagine you’ve had a plant for years that’s always been healthy. You wake up one day & notice the plant looks wilted & some of the leaves are turning brown. Your care routine for the plant hasn’t changed but you know something is wrong. How would you go about understanding what was wrong with the plant using the application?

Note: Ease of finding useful information about your plant

Using the scan a plant feature: ☐ Yes ☐ No

Using the built in plant database: ☐ Yes ☐ No

Bypass the app and just use google: ☐ Yes ☐ No

2. On a scale from 1-5, where 1 is “Very Difficult” and 5 is “Very Easy”, how would you rate being able to find useful information about diagnosing problems & potential solutions to a sick plant.

## Wrap-up

Now that you have used our application to assist with plant care, I want to know more about your impressions of it. Overall, what did you **like most** about it?

What did you **dislike** the most about it?

Are there any **additional features** you would like to see implemented?

Now, I'd like to look back at certain parts of your search and get your thoughts on them:

*Ease of use when identifying the type of plant and issues –*

*Ease of use in getting appropriate advice to correct plant issue/illness –*

*Ease of use in searching the illness database –*

Any other thoughts or comments?

Thank you again, your feedback will help the team improve the application!