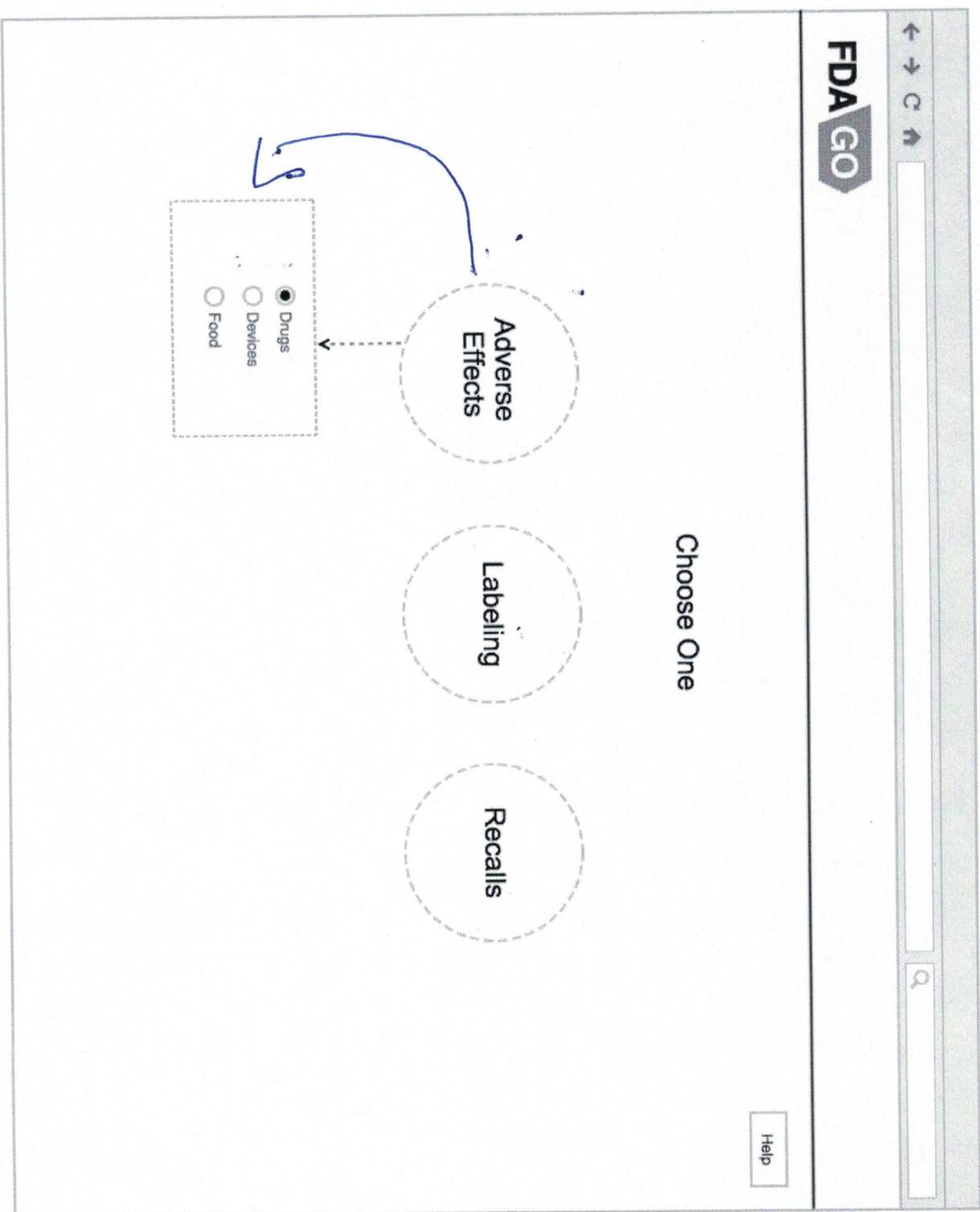
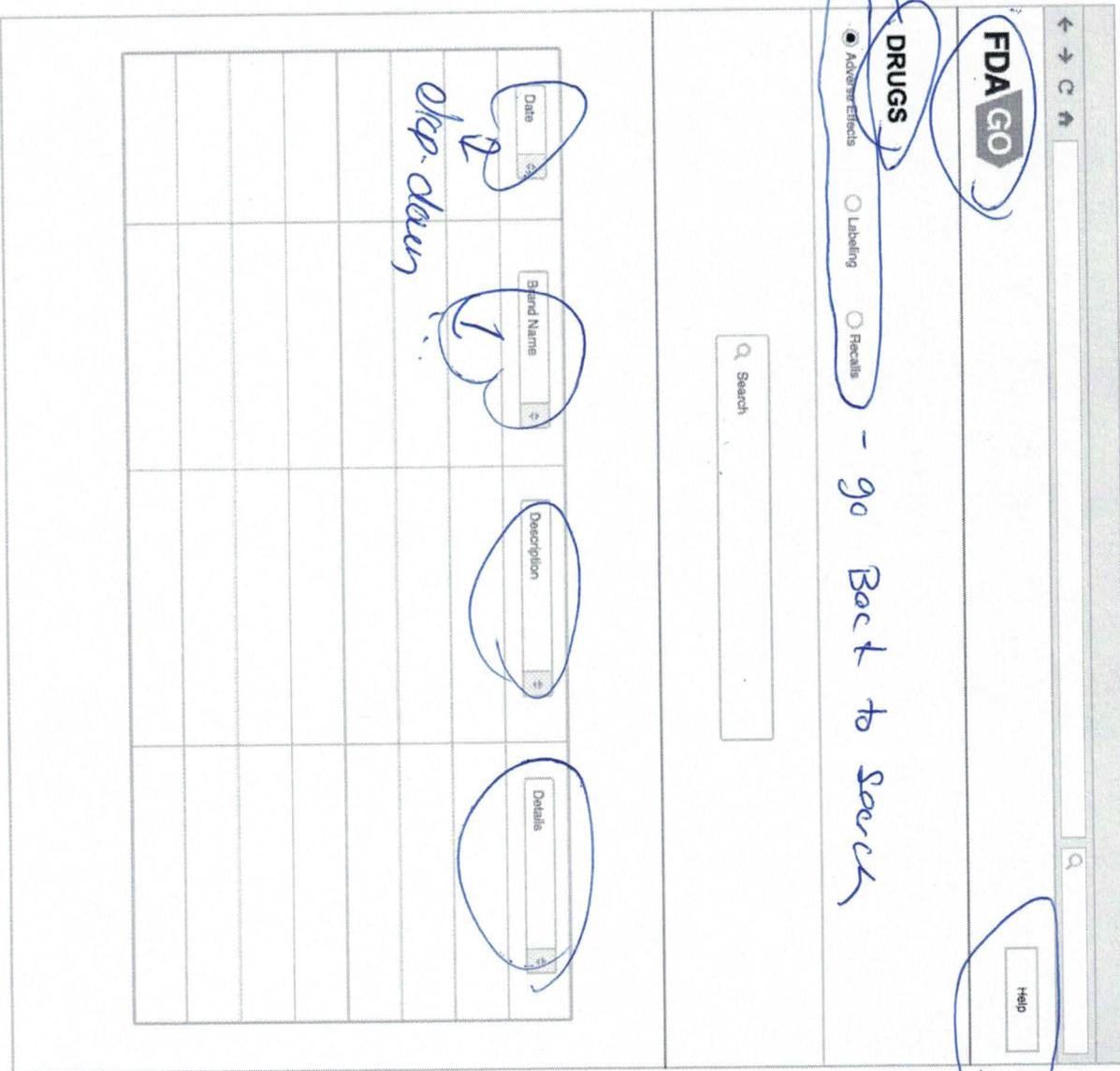


18F Agile BPA  
FDA Go Initial  
Wireframes





FDA Go Initial Wireframes

## Note taker's Guide for FDA Go (*Usability Study- Low Fidelity Proto-type*)

**Note taker:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Location:** \_\_\_\_\_

**Participant #:** 1 **Time:** \_\_\_\_\_

**Paper wireframes are provided for both the web-based and mobile device application.**

### Table of Contents

<b>Purpose:</b>	<b>1</b>
<b>Introduction Questions &amp; Tasks</b>	<b>2</b>
<b>Web-Based Scenarios:</b>	<b>2</b>
Scenario 1:	2
Scenario 2:	3
Scenario 3:	4
Scenario 4:	5
Scenario 5:	5
Scenario 6:	6
Scenario 7:	7
Scenario 8:	8
Desktop Access Wrap-up Questions:	8
<b>Mobile Device Scenarios:</b>	<b>8</b>
Scenario 9:	9
Scenario 10:	9
Scenario 11:	10
Scenario 12:	11
Scenario 13:	11
Scenario 14:	12
Scenario 15:	13
Scenario 16:	14
Mobile Device Wrap-up Questions:	14

**Purpose:**

The purpose of this test is to learn how well a representative sample of [enter target audience] can interpret and use FDA Go by utilizing paper wireframes to review the layout and design. Areas of the site that will be evaluated for performance and overall user satisfaction include: design/look and feel, terminology, and its ability to meet expectations.

## Introduction Questions & Tasks

- Have you heard of the Food & Drug Administration (FDA)?
  - If so, tell me what you know

*Yes help standardize food / drug dosage.  
Safety.*



- Bring the test participant to the site FDA Go Ask: Just from looking at the proto-type what kinds of information do you think you could get from this site? Please be specific.

*Recall on prescriptions on recall  
Info on labels, help? Icon would be small,*

*Side effects on drugs, devices & foods  
Results page  
loop for  
specific item  
date*

- Who do you think this site was designed for? Why? (Probe: public, health professionals etc.)

*Doctors at home doctors, researchers, patients  
that want to know more, general public.*



- Who manages this site?

*FDA Go.*

### Web-Based Scenarios:

#### X Scenario 1:

You have just heard on the news that a certain type of food was recalled due to listeria? If you didn't hear what type of food it was, where would you look for this information (recently posted food recalls)?

Pathway(s)	Success (Circle 1)	Notes/Observations
------------	-----------------------	--------------------

*Didnt realize  
we had that  
to need a  
user story*

*Go Back +  
for Search  
From the  
Results  
page.*

*By selecting  
Radio  
Buttons*

*(Didnt realize  
it was  
in here)*

Pathway(s)	Success (Circle 1)	Notes/Observations
Adverse effects > food -	0 Not completed 1 Completed with difficulty or help 2 Easily completed	(Note why was the user successful or not successful, e.g., wrong pathways, confusing page layout, navigation issues, terminology, filtering, results displayed etc.)

### Scenario 2:

Your doctor has prescribed you a new medication called Metformin. You want to see a list of adverse affects reported by the manufacturer and the public. How would you get to that information?

Pathway(s)	Success (Circle 1)	Notes/Observations

<p>Adverse effect &gt;</p> <p>Drugs &gt;</p> <p>Results pages then enter search "name"</p> <p>then search for results</p>	<p>0 Not completed 1 Completed with difficulty or help 2 Easily completed</p>	<p>(Note why was the user successful or not successful, e.g., wrong pathways, confusing page layout, navigation issues, terminology, filtering, results displayed etc.)</p>
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### Scenario 3:

Continuing from the above scenario, you now want to see labeling and any safety recalls for the medication you searched. How would you go about doing this?

Pathway(s)	Success (Circle 1)	Notes/Observations
<p>From results page</p> <p>Click on labeling</p> <p>(hopefully no need to retype search)</p>	<p>0 Not completed 1 Completed with difficulty or help 2 Easily completed</p>	<p>(Note why was the user successful or not successful, e.g., wrong pathways, confusing page layout, navigation issues, terminology, filtering, results displayed etc.)</p>

#### Scenario 4:

You now want to search for a list of the most recent recalls on devices. How would you go about accessing that information?

Pathway(s)	Success (Circle 1)	Notes/Observations
① Click FDA Go link from the results page > Recalls > Devices	0 Not completed  1 Completed with difficulty or help  2 Easily completed	(Note why was the user successful or not successful, e.g., wrong pathways, confusing page layout, navigation issues, terminology, filtering, results displayed etc.)
② From the results page click Recalls Radio Button Enter Device Name. (even though on Dots)		

#### Scenario 5:

You want to view the list of devices recalled by name or from oldest to most recent, how would you go about doing this?

Pathway(s)	Success (Circle 1)	Notes/Observations
------------	-----------------------	--------------------

<p>Results Sort BY columns clicking Date header. (expect to see a drop-down in header)</p>	<p>0 Not completed  1 Completed with difficulty or help  2 Easily completed</p>	<p>(Note why was the user successful or not successful, e.g., wrong pathways, confusing page layout, navigation issues, terminology, filtering, results displayed etc.)</p>
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#### Scenario 6:

You want to conduct a new search on a type of food (Example: Mushrooms). When displaying the list of results you want to sort mushroom recalls by brand. How would you go about doing this? What other sort by information would be helpful if any?

Pathway(s)	Success (Circle 1)	Notes/Observations
------------	-----------------------	--------------------

<p>Click</p> <p>FDA Go Buttons</p> <p>Home Page</p> <p>Recalls &gt;</p> <p>Foods &gt;</p> <p>Search</p> <p>Mushroom &gt;</p> <p>Click column header see a drop-down and select it.</p>	<p>0 Not completed</p> <p>1 Completed with difficulty or help</p> <p>2 Easily completed</p>	<p>(Note why was the user successful or not successful, e.g., wrong pathways, confusing page layout, navigation issues, terminology, filtering, results displayed etc.)</p>
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#### Scenario 7:

Start a new device search (Example: glucose monitoring kit). You want to view a list of results by brand and select the specific brand to view adverse events and any safety recalls. How would you go about doing this?

Pathway(s)	Success (Circle 1)	Notes/Observations
<p>FDA Go Button from Result Page</p> <p>&gt; Home &gt;</p> <p>Adverse Effects &gt;</p> <p>Devices &gt;</p> <p>Click Brand column header.</p> <p>- Repeat steps to view Recalls</p>	<p>0 Not completed</p> <p>1 Completed with difficulty or help</p> <p>2 Easily completed</p>	<p>(Note why was the user successful or not successful, e.g., wrong pathways, confusing page layout, navigation issues, terminology, filtering, results displayed etc.)</p>



Ale are dels Email

Continuing on the scenario above, you now want to email a list of those results. You also want to share and email the specific details information on a particular brand. How would you go about doing this?

Pathway(s)	Success (Circle 1)	Notes/Observations
	0 Not completed  1 Completed with difficulty or help  2 Easily completed	(Note why was the user successful or not successful, e.g., wrong pathways, confusing page layout, navigation issues, terminology, filtering, results displayed etc.)

- feels its just a portion of a website.

#### Desktop Access Wrap-up Questions:

As part of wrap up, consider asking whether the site had:

- o Do they think there was enough content and information?
- How did they feel about the color and layout – look and feel of the site?
- o How did they feel about the navigation easy to use and font easy to read?
- o Was the terminology on the site easy to understand?
- o Would they recommend this site?

+ went to same ~~for~~ search criteria & maybe compare so you don't have to keep entering search criteria.

#### Mobile Device Scenarios:

Test subjects should access the URL via their mobile devices (which can include Android, IOS (iPhone/iPad) etc.)

## Note taker's Guide for FDA Go (*Usability Study- Low Fidelity Proto-type*)

Note taker: \_\_\_\_\_

Date: \_\_\_\_\_

Location: \_\_\_\_\_

Participant #: 2 Time: \_\_\_\_\_

### FDA Go Application Prototype: Paper Based Wireframes (Desktop Version)

#### Table of Contents

<b>Purpose:</b>	1
<b>Introduction Questions &amp; Tasks</b>	1
<b>Web-Based Scenarios:</b>	2
Scenario 1:	2
Scenario 2:	2
Scenario 3:	3
Scenario 4:	4
Scenario 5:	5
Scenario 6:	5
Scenario 7:	6
Scenario 8:	7
Desktop Access Wrap-up Questions:	7

#### Purpose:

The purpose of this test is to learn how well a representative sample of [enter target audience] can interpret and use FDA Go by utilizing paper wireframes to review the layout and design. Areas of the site that will be evaluated for performance and overall user satisfaction include: design/look and feel, terminology, and its ability to meet expectations.

#### Introduction Questions & Tasks

- Have you heard of the Food & Drug Administration (FDA)?
  - If so, tell me what you know

*Food Regulations - food labels, as its food sold or  
perscription. etc.*

- Bring the test participant to the site FDA Go Ask: Just from looking at the proto-type what kinds of information do you think you could get from this site? Please be specific.

*Show Information about food / Drug - info on consumer concerns*

- Who do you think this site was designed for? Why? (Probe: public, health professionals etc.) *Consumer - general public*
- Who manages this site?

*FDA.*

### Web-Based Scenarios:

#### Scenario 1:

You have just heard on the news that a certain type of food was recalled due to listeria? If you didn't hear what type of food it was, where would you look for this information (recently posted food recalls)?

*& Google. It first. (See if this site shows up).*

Pathway(s)	Success (Circle 1)	Notes/Observations
<i>Recalls &gt; Food &gt; Results page Sort By <u>date</u> Column header Drop-down -</i> <i>- other columns:</i>	0 Not completed 1 Completed with difficulty or help 2 Easily completed  <i>sort by most recent date.</i>	(Note why was the user successful or not successful, e.g., wrong pathways, confusing page layout, navigation issues, terminology, filtering, results displayed etc.)  <i>/ Details → not necessarily needed to be scorable.</i>

#### Scenario 2:

Your doctor has prescribed you a new medication called Metformin. You want to see a list of adverse affects reported by the manufacturer and the public. How would you get to that information?

Pathway(s)	Success (Circle 1)	Notes/Observations
① Google or Manf. website.	0 Not completed  1 Completed with difficulty or help  2 Easily completed	(Note why was the user successful or not successful, e.g., wrong pathways, confusing page layout, navigation issues, terminology, filtering, results displayed etc.)
② FDA Go main Page → Adverse effects → Drugs > search metformin.		
③ From Results about Page from Food → Don't know how to go changing search.		

### Scenario 3:

Continuing from the above scenario, you now want to see labeling and any safety recalls for the medication you searched. How would you go about doing this?

Pathway(s)	Success (Circle 1)	Notes/Observations
------------	-----------------------	--------------------

<p>From Results  <u>Page</u> &gt; click      Red label      radio button      And hopefully      would persist</p>	<p>0      Not completed        1      Completed with      difficulty or help        2      Easily completed</p>	<p>(Note why was the user successful or not      successful, e.g., wrong pathways, confusing      page layout, navigation issues, terminology,      filtering, results displayed etc.)</p> <p>for metformin.</p>
--	---	--

#### Scenario 4:

You now want to search for a list of the most recent recalls on devices. How would you go about accessing that information?

Pathway(s)	Success (Circle 1)	Notes/Observations
<p>2 <u>Device</u>      change to      Medical      Devices      for clarity</p> <p>FDA.gov.cn      Recalls, &gt; Devices. Sort By date.</p>	<p>0      Not completed        1      Completed with      difficulty or help        2      Easily completed</p>	<p>(Note why was the user successful or not      successful, e.g., wrong pathways, confusing      page layout, navigation issues, terminology,      filtering, results displayed etc.)</p>

### Scenario 5:

You want to view the list of devices recalled by name or from oldest to most recent, how would you go about doing this?

Pathway(s)	Success (Circle 1)	Notes/Observations
<p>Start on Main page Click Recalls Devices &gt; Sort By Brand name Then sort by date. Should go</p>	<p>0 Not completed 1 Completed with difficulty or help 2 Easily completed</p>	<p>(Note why was the user successful or not successful, e.g., wrong pathways, confusing page layout, navigation issues, terminology, filtering, results displayed etc.)</p> <p>Feels there could be a <u>primary sort</u> then a <u>secondary sort</u>. ( Might be helpful).</p>

### Scenario 6:

You want to conduct a new search on a type of food (Example: Mushrooms). When displaying the list of results you want to sort mushroom recalls by brand. How would you go about doing this? What other sort by information would be helpful if any?

Pathway(s)	Success (Circle 1)	Notes/Observations
------------	-----------------------	--------------------

## Main Page

Recalls > Food > enter "Twinkie" > Sort by Brand	0 Not completed 1 Completed with difficulty or help 2 Easily completed	(Note why was the user successful or not successful, e.g., wrong pathways, confusing page layout, navigation issues, terminology, filtering, results displayed etc.)
--	--	--

## Scenario 7:

Start a new device search (Example: glucose monitoring kit). You want to view a list of results by brand and select the specific brand to view adverse events and any safety recalls. How would you go about doing this?

Pathway(s)	Success (Circle 1)	Notes/Observations
Main Page → Adverse effects Devices → Enter search "Glucose monitor" → LD concern → name that's not in DB Sort by date 1st Sort by Brand name - already on adverse effects so would then select recalls radio button. Less adverse effects → on Dose	0 Not completed 1 Completed with difficulty or help 2 Easily completed	(Note why was the user successful or not successful, e.g., wrong pathways, confusing page layout, navigation issues, terminology, filtering, results displayed etc.)  we are not auto populated auto fill not available bc not match or misspelled etc. and not return results)

~~Scenario 8:~~

*Ignore it*

Continuing on the scenario above, you now want to email a list of those results. You also want to share and email the specific details information on a particular brand. How would you go about doing this?

Pathway(s)	Success (Circle 1)	Notes/Observations
	0 Not completed  1 Completed with difficulty or help  2 Easily completed	(Note why was the user successful or not successful, e.g., wrong pathways, confusing page layout, navigation issues, terminology, filtering, results displayed etc.)

#### Desktop Access Wrap-up Questions:

As part of wrap up, consider asking whether the site had:

- Do they think there was enough content and information? - enough info
- How did they feel about the color and layout – look and feel of the site?
- How did they feel about the navigation easy to use and font easy to read? user.
- Was the terminology on the site easy to understand?
- Would they recommend this site? - Google & it led + other sites to see the site.

- maybe have some feel info  
an intro  
on the  
optional  
type  
info

Notes:

\* Drugs interactions shown on site for labeling or  
Adverse effect  $\Rightarrow$  contraindications

- layout / Navigation  
Main - Drugs / Device / foods. instead

## Note taker's Guide for FDA Go (*Usability Study- Low Fidelity Proto-type*)

Note taker: \_\_\_\_\_

Date: \_\_\_\_\_

Location: \_\_\_\_\_

Participant #: 3 Time: \_\_\_\_\_

### FDA Go Application Prototype: Paper Based Wireframes (Desktop Version)

#### Table of Contents

#### Purpose:

#### Introduction Questions & Tasks

#### Web-Based Scenarios:

Scenario 1:	2
Scenario 2:	2
Scenario 3:	3
Scenario 4:	4
Scenario 5:	5
Scenario 6:	5
Scenario 7:	6
Scenario 8:	7
Desktop Access Wrap-up Questions:	7

Google or FDA Go?  
Q. There is a need instead of Google Blc if one checks the data and files a <sup>1</sup> all from all that  
Junk.

#### Purpose:

The purpose of this test is to learn how well a representative sample of [enter target audience] can interpret and use FDA Go by utilizing paper wireframes to review the layout and design. Areas of the site that will be evaluated for performance and overall user satisfaction include: design/look and feel, terminology, and its ability to meet expectations.

#### Introduction Questions & Tasks

- Have you heard of the Food & Drug Administration (FDA)?

- If so, tell me what you know

Yes, responsible drugs tested and available  
Q. safe for population to use - mostly for drugs

- Bring the test participant to the site FDA Go Ask: Just from looking at the proto-type what kinds of information do you think you could get from this site? Please be specific. Info regarding adverse effects food recalls food or drugs, unsure what labeling means
- Who do you think this site was designed for? Why? (Probe: public, health professionals etc.) - Geared towards public received unclear.
- Who manages this site? Pterexclusions and more on the drug side + few on this as knowledge - not used internally by FDA more public / external

### Web-Based Scenarios:

#### Scenario 1:

You have just heard on the news that a certain type of food was recalled due to listeria? If you didn't hear what type of food it was, where would you look for this information (recently posted food recalls)?

Pathway(s)	Success (Circle 1)	Notes/Observations
Recalls > Food > <del>Listeria</del> <del>Search results page</del> > list of most recent Recalls	0 Not completed  1 Completed with difficulty or help  2 Easily completed	(Note why was the user successful or not successful, e.g., wrong pathways, confusing page layout, navigation issues, terminology, filtering, results displayed etc.)

#### Scenario 2:

Your doctor has prescribed you a new medication called Metformin. You want to see a list of adverse affects reported by the manufacturer and the public. How would you get to that information?

Pathway(s)	Success (Circle 1)	Notes/Observations
<p>Main Page → Adverse Effects &gt; Drugs &gt; Enter Search Metformin. and see that in Results -&gt; From table sorted By default By Date Most Recent &gt; I would expect to see details in the table or missing a whitespace for Details Modal → prefer detail modal who frame missin.</p>	<p>0 Not completed 1 Completed with difficulty or help 2 Easily completed</p>	<p>(Note why was the user successful or not successful, e.g., wrong pathways, confusing page layout, navigation issues, terminology, filtering, results displayed etc.)</p>

Scenario 3:

Continuing from the above scenario, you now want to see labeling and any safety recalls for the medication you searched. How would you go about doing this?

Pathway(s)	Success (Circle 1)	Notes/Observations

labeling >

From Results Page > Click <del>Recall</del> assumption search still persisted.	0 Not completed 1 Completed with difficulty or help 2 Easily completed	(Note why was the user successful or not successful, e.g., wrong pathways, confusing page layout, navigation issues, terminology, filtering, results displayed etc.)
		<p>&gt; would expect to see the page refreshed and see only label info for that specific Metformin selected.</p> <p>Expect some sort for recall</p>

#### Scenario 4:

You now want to search for a list of the most recent recalls on devices. How would you go about accessing that information?

Pathway(s)	Success (Circle 1)	Notes/Observations
① From Results > select Recalls and type in search criteria	0 Not completed 1 Completed with difficulty or help 2 Easily completed	(Note why was the user successful or not successful, e.g., wrong pathways, confusing page layout, navigation issues, terminology, filtering, results displayed etc.)
② Main page Recalls > Devices		<p>Up auto populate? what if misspell whatever and no results found</p> <p>or</p> <ul style="list-style-type: none"> <li>- digital Playback</li> <li>- easy to see &amp; read / navigate etc...</li> </ul>

### Scenario 5:

You want to view the list of devices recalled by name or from oldest to most recent, how would you go about doing this?

Pathway(s)	Success (Circle 1)	Notes/Observations
From Results old Click Column Header	<input checked="" type="radio"/> Not completed 1 Completed with difficulty or help 2 Easily completed  → Two points? if no search criteria By default 110 results? or Blank?  Primary Sort vs Secondary Sort. ??.	(Note why was the user successful or not successful, e.g., wrong pathways, confusing page layout, navigation issues, terminology, filtering, results displayed etc.)
Primary	Sort vs	Secondary Sort. ??.

No indication to see what columns are sortable on page.

### Scenario 6:

You want to conduct a new search on a type of food (Example: Mushrooms). When displaying the list of results you want to sort mushroom recalls by brand. How would you go about doing this? What other sort by information would be helpful if any?

Pathway(s)	Success (Circle 1)	Notes/Observations

<p>Browser Back Button → Main Page &gt; Recalls &gt; Foods &gt; Venoms &gt; Enter search</p>	<p>0 Not completed 1 Completed with difficulty or help 2 Easily completed</p>	<p>(Note why was the user successful or not successful, e.g., wrong pathways, confusing page layout, navigation issues, terminology, filtering, results displayed etc.)</p> <p>mushrooms → See click column header ① Sort → Sort not Clear.</p>
Help Button		

#### Scenario 7:

Start a new device search (Example: glucose monitoring kit). You want to view a list of results by brand and select the specific brand to view adverse events and any safety recalls. How would you go about doing this?

Pathway(s)	Success (Circle 1)	Notes/Observations
<p>Browser Back to Main Page → Device Adverse Effects &gt; Device → Enter search &gt; or click Criteria</p>	<p>0 Not completed 1 Completed with difficulty or help 2 Easily completed</p>	<p>(Note why was the user successful or not successful, e.g., wrong pathways, confusing page layout, navigation issues, terminology, filtering, results displayed etc.)</p> <p>Results - highlight to view details → Recalls Radio Button → assumption second and first Gnb. results Re Recalls.</p>

### Scenario 8:

Continuing on the scenario above, you now want to email a list of those results. You also want to share and email the specific details information on a particular brand. How would you go about doing this?

Pathway(s)	Success (Circle 1)	Notes/Observations
	0 Not completed  1 Completed with difficulty or help  2 Easily completed	(Note why was the user successful or not successful, e.g., wrong pathways, confusing page layout, navigation issues, terminology, filtering, results displayed etc.)

*Detail note  
Next / Previous  
button*

### Desktop Access Wrap-up Questions:

As part of wrap up, consider asking whether the site had:

- Do they think there was enough content and information? **No** - no informational text about site or what to do
- How did they feel about the color and layout – look and feel of the site?
- How did they feel about the navigation easy to use and font easy to read? - Not clear, easy but not intuitive
- Was the terminology on the site easy to understand? - Devices → medical Device
- Would they recommend this site?

\* help Buttons → Intuitive Help – Searched by mushrooms  
If clicked Help It would Help Navigate you through the screen ~~deals with other types of help~~  
- More so for Navigation.

\* Concern : Source of Information not disclosed. Data on Site or Results etc often Mixed or combine other factors etc.