Note taker’s Guide for FDA Go ***(Usability Study- High Fidelity Proto-type)***

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**Date: \_\_\_\_\_\_June 26, 2015\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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

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

**Link to the Desktop Proto-type URL:** [URL]

**Link to Mobile Proto-type URL:** [URL]

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# Purpose:

The purpose of this test is to learn how well a representative sample of [enter target audience] can interpret and use FDA Go using a clickable proto-type. 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.

The scope of this usability study will include access to the Desktop web based proto-type URL as well as the mobile device proto-type URL.

# Introduction Questions & Tasks

* Have you heard of the Food & Drug Administration (FDA)?
  + If so, tell me what you know – FDA makes sure that our food and drugs pass rigorous testing and is maintained
* *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. I can get information about drugs, food and devices
* Who do you think this site was designed for? Why? (**Probe:** public, health professionals etc.)- 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)?

| Pathway(s) | Success  (Circle 1) | Notes/Observations |
| --- | --- | --- |
| Food recall | 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 manufactures and the public. How would you get to that information?

| Pathway(s) | Success  (Circle 1) | Notes/Observations |
| --- | --- | --- |
| Drugs, then specifically for Metformin and then select adverse  The actual link did not let me to adverse | 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 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 |
| --- | --- | --- |
| Assuming I have already searched for metformin and have already seen any adverse affects, from the scenario above, at this point I would select labeling to compare to make sure it matches what my physician may have told me and also select if that drug shows up on the safety recall | 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 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 |
| --- | --- | --- |
| Device 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 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 |
| --- | --- | --- |
| Device recalls and click on the name button, so all devices with the same name will be grouped together. Then I would click on date button to put in the oldest to newest or newest to oldest display. | 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 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 |
| --- | --- | --- |
| Assume that you entered mushroom in the search criteria and then on the brand name, click on that cell and see them grouped together, if applicable | 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 |
| --- | --- | --- |
| Device recalls and do a specific search on glucose monitoring kit. Then see if there are any recalls associated with that particular device. | 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 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 |
| --- | --- | --- |
| I have no idea. It is not clear nor intuitive on how do do this! | 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? I know this is just the user guide template, but when I tried to walk through the link you sent, a lot of things didn’t work and it some cases, the labeling seemed off.
  + How did they feel about the color and layout – look and feel of the site? OK
  + How did they feel about the navigation easy to use and font easy to read? OK
  + Was the terminology on the site easy to understand? Yes
  + Would they recommend this site? Yes