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

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

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

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

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

# 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 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 manufactures and the public. How would you get to that information?

| Pathway(s) | Success  (Circle 1) | Notes/Observations |
| --- | --- | --- |
| Search metformin and click drugs | 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 |
| --- | --- | --- |
| Click the labels tab | 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 |
| --- | --- | --- |
| Click the Device recalls on page | 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 |
| --- | --- | --- |
| Select the column date but I would expect to see a drop-down that can give me a sort | 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.)  --- Note: This looks to be confusing should it be filtering? --- |

## 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 |
| --- | --- | --- |
| I would go to the home page and enter mushroom | 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 |
| --- | --- | --- |
| Change search to search for the device and then select adverse event then 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 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 |
| --- | --- | --- |
| Unable to locate on pages | 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? No there was no help content and the main page language seemed to be confusing and unclear.
  + How did they feel about the color and layout – look and feel of the site? The lay out was pretty good I liked the look & feel. I think the recall links should only show recall tabs and the brand name columns might get long so maybe collapse those or give me a way to hide columns I don’t want to see maybe even add columns
  + How did they feel about the navigation easy to use and font easy to read? Easy to use much better than the first round. I still think maybe the radio buttons on the main page should come before the search field b/c I would enter my text after I select what type of search I want to conduct.
  + Was the terminology on the site easy to understand? Devices should be medical devices
  + Would they recommend this site? Yes