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 |
| --- | --- | --- |
| I would select the Food Recalls button at the bottom of the 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 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 |
| --- | --- | --- |
| I selected drug recalls, then would filter by name, then click on the name of the drug, then select the tab on adverse affects.  Otherwise I would search Metformin and select drugs on the homepage then click to open the drug information. | 0  Not completed  1  Completed with difficulty or help  2  Easily completed | It looks like the design changed so finding the adverse effects was much harder without the drop downs on each category on the home page to select from.  Additionally if this drug had never been recalled it might not have been easy to figure out. |

## 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 |
| --- | --- | --- |
| I would click on the tab that says labeling. | 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 |
| --- | --- | --- |
| I would select the device recalls button at the bottom of the 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 |
| --- | --- | --- |
| I would just filter the results. | 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 |
| --- | --- | --- |
| I would select food, then search Mushrooms. Then I would filter by brand. | 0  Not completed  1  Completed with difficulty or help  2  Easily completed | Again with the search function I don’t see how I would select recalls for the search. |

## 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 |
| --- | --- | --- |
| I would select Devices and then type “glucose monitoring kit” into the search. I would then filter the list by brand. Then I would select the device and click the different tabs for information. | 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 don’t see a way to do that from the 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.) |

## 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?
  + How did they feel about the color and layout – look and feel of the site?
    - I like the color and the feel, but the removal of the drop downs underneath the categories made navigation more confusing and difficult. I can see the ease of use for any kind of recalls, but finding other information was not intuitive and seemed to have to go through more steps than necessary.
  + How did they feel about the navigation easy to use and font easy to read?
  + Was the terminology on the site easy to understand?
  + Would they recommend this site?