

COVID Navigator Alpha Feedback Survey

Introduction

In response to the global pandemic, and driven by the BPM+ community's (<http://bpm-plus.org>) interest in helping where we could, a group of volunteers have developed the COVID Navigator. Note that the entirety of this effort was done on a volunteer basis. There are no commercial interests or onward financial intentions – this is a public good. The purpose of the navigator is to:

- Provide a complement to existing web-based COVID resources
- Visualize the connections between topics of interest, COVID-related assets and guidance
- Allow users to quickly narrow large pools of resources to their specific interests
- Complement other COVID support tools and sites

The website base functionality is at an Alpha state, and we are hoping to elicit some help in exercising its functionality. We are interested and exploring opportunities to bulk-load assets from some existing portal sites. Presently, the Navigator has limited content available. Our hope is that you are willing to “kick the tires” and let us know your impressions, identify critical-path usability issues, and suggest improvements.

The following pages provides a general script to run through the website. The idea is that this survey and the application could be in separate tabs to help you run through the site and easily record your feedback.

COVID Navigator Alpha Feedback Survey

Landing and initial impressions

1. Please navigate to covidnavigator.org. Please note: Preferred browsers: Chrome, Edge, Safari
2. Explore the narrative on the page
3. Click through to the browser

Note: browsing functionality is available without a login.

1. Comment on webpage appearance/logic.

2. The narrative and explanation is clear and useful

Strongly Agree Strongly Disagree

☐ ☐ ☐ ☐ ☐

3. Additional comments on landing page

COVID Navigator Alpha Feedback Survey Login and Explore

0. If you don't already have a login, please request one at:

- <https://covidnavigator.org/sign-up/>

1. Login in to the Navigator:

- Login: e-mail
- Password: Last name first initial (i.e. John Smith: smithj)

2. Explore:

- navigate subject tree to topics of interest, and then browse assets and activities
- Select an item; click on the link to open the item

3. Explore instances on graph:

- Turn instance display on for assets or activities.
- Select a category and observe linked items
- Select linked instance; this centers the focus on the instance
- Browse connections to select another related asset or category

4. Exercise tool settings, preferences and filters

5. Explore the **My Favorites** setting

- Mark an item as an favorite
- Review your favorites to confirm item is there
- Unfavorite an item

4. Comments on general logic/functionality

5. Identify strengths, weakness and improvement ideas

Stengths

Weaknesses

Ideas for
improvement

Specific issues or
bugs

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Add and revise items

Note: this is a production instance. Please contribute real content.

1. Create an asset from any source.

- Potential sources if you are looking: <https://www.ebsco.com/covid-19-resources>; <https://covid19.mcmaster.ca/links-resources/>; <https://covid19.doctorevidence.com>.
- After click on an add asset button, follow the data entry and click next
- self-classify asset per options
- Hit submit
- Note: Assets will not appear on graph until they have been approved. Project team will actively monitor and approve assets throughout Alpha.

2. Create an asset from an existing source; e.g. the same source as the previous asset

3. If not already completed, add an asset from a new source (an organization that is not in the pull-down list)

4. Edit an asset that you entered above.

5. Optional: repeat the process using a new **activity**.

6. Comments on general logic/functionality

7. Identify strengths, weakness and improvement ideas

Stengths

Weaknesses

Ideas for
improvement

Specific issues or
bugs

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Closing and feedback capability

The Navigator allows users to identify issues or concerns. Use the application feedback feature to log an issue.

8. How satisfied are you with the look and feel of this website?

- ☐ Extremely satisfied
 ☐ Not so satisfied
- ☐ Very satisfied
 ☐ Not at all satisfied
- ☐ Somewhat satisfied

9. Which of the following is the closest fit for your professional role?

- ☐ Direct Care/Care Provider
 ☐ Research
- ☐ Public Health
 ☐ Patient
- ☐ Administration
- ☐ Other (please specify)

10. How likely is it that you would recommend this website to a colleague?

NOT AT ALL LIKELY

EXTREMELY LIKELY

0	1	2	3	4	5	6	7	8	9	10
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11. Do you have any thoughts on how to improve this website?

12. Would you like to tell us who you are?

Name

Company

Country

Email Address

That's it! Thank you for taking the time to "kick the tires." As previously mentioned, the entirety of this effort is purely for public good done on a volunteer basis, including the extensive software development which was also contributed. Proud of getting to this point, but your contribution is critical to make the COVID Navigator a more functional product.