

Session Number: _____

Participant: _____

Session Outline & Script

Pre-Session Checklist

- Setup Chairs
- Setup Screen Capture
- Setup Audio & Video Recordings
- Setup Test Client & Patient
- Background Questionnaire
- Workflow Binder

Post-Session Checklist

- Save Screen Capture
- Save Audio & Video Recordings
- Background Questionnaire
- Workflow Binder

Session Introduction

Welcome, my name is Joy Hurlburt and I want to thank you for agreeing to take part in this research study. During our session, I will be using a script to ensure that my instructions to everyone who participates in this study are the same.

My goal today is to observe you using the latest, unreleased version of PetWare called PetWare User Experience, or PetWare UX. I am testing PetWare UX's design, not your performance.

As the test moderator I will be sitting behind you. I will not interfere during the session in any way other than to mediate technical issues that may arise or to guide you through incomplete portions of PetWare UX development. PetWare UX is still in development so some of the view may take a few seconds to fully load.

During the session you will work through common workflows using PetWare UX. As you perform these workflows, try to do whatever you would normally do as if you were at work in the hospitals.

Please think out loud and tell me what is going through your mind as you work through each workflow. Your participation provides feedback as to the strengths and weaknesses of PetWare UX's design.

To document this session I will use screen capture, audio, and video recordings.

I will now hand out a background questionnaire that I'd like you to complete. The background questionnaire gathers basic demographic information and gives us a sense of your familiarity with PetWare.

[Hand our Background Questionnaire]

Here's how the session will work. I will give you a workflow binder that contains information and instructions for each workflow. You will work through each workflow, one at a time. Once you complete a workflow you will turn to page and fill out a Workflow Questionnaire. After completing the questionnaire you will turn the page and move on to the next workflow. Please do not look ahead at other workflows or skip any workflows.

After you complete the workflows you will fill out a Post-Test Questionnaire and answer a few questions about your experience using the site.

The whole session will take about one hour.

Do you have any questions before we begin?

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Workflows

[Hand out Workflow Binder]

Here is your workflow binder. Once you open the binder I will start the audio, video, and screen capture recording.

Do you have any further questions?

Please open your workflow binder and begin reading the first page.

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Having explored PetWare UX, I'd like to ask you a few questions.

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5. Is there any additional information you'd find useful or helpful that wasn't included?

6. Do you think the number of steps required to complete each workflow was reasonable? If not, why?

7. Are there additional features you'd like to see added to the final product?

8. What aspects of PetWare UX do you like most?

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9. What aspects of PetWare UX do you like least?

10. Do you have any recommendations for improving PetWare UX?

Thank you for your participation today! Your feedback will help guide future improvements to the design PetWare UX.