

Moderator Script

I. Introduction Script

Introduction (4 min)

Hello, we're _____ and _____ from the University of Texas at Austin School of Information, working with the University of Texas School of Medicine at San Antonio to enhance their overall experience of a health questionnaire as completed by patients. We would like to hear about your personal impressions with its current process. What is working for you, what isn't, and some specific ways you think your experience could be improved. Your opinions are very valuable to us.

Consent (1 min)

We would like to take some candid photos while completing the tasks to use solely to present for the stakeholders. Do we have your consent to take a few photos while completing the tasks?

Before we get started, I'd like to point out a few things:

- One of the most important things to keep in mind is that we are not evaluating you, only trying to better understand your experience and impressions.
- Please be as candid as possible, both positive or negative. We have no direct association with UT San Antonio or the questionnaire you are evaluating so don't worry about hurting our feelings.
- Also, this is a completely voluntary activity. You do not have to answer any questions that you do not want to and can stop at any time.
- Do you have any questions for before we begin?

II. Task Session

Now we are going to ask you two perform a few different tasks using a laptop. To gather as much insight as possible, we ask for you to please **think aloud** - that is speaking out what you are thinking and feeling as you perform each task. These tasks are not timed so you can take as much time as you need. Following each task is a simple question for you to answer. Do you have any questions so far?

Task 1: Navigate to take the online “Qeesi” questionnaire. Stop when you have reached the first page of the Qeesi questionnaire.

Question 1

In general, how easy or difficult was it to navigate to the online Qeesi questionnaire using a computer?

Present Difficulty Scale

Did the participant immediately proceed to the “Take the Qeesi” page?

- (Where did they go
Why did they go there
What did they pause on
Were they interested in anything in particular)

Did you find it difficult to find the starting place for the questionnaire?

- Probe

Did the participant read the background information before proceeding to begin the questionnaire?

- Did they find the information useful or confusing
Did they feel as if the information was written for them

Task 2: Complete the online “Qeesi” questionnaire. Stop when you have reached the results page of the Qeesi questionnaire.

Allow the participant some room to breathe. Pay attention to the following:

- Pauses
- Corrections
- Confusion
- Frustration
- Attention Span

It is okay to prompt the participant to talk about anything that peaks their interest, etc.

Question 1

1. I feel I can understand the instruction of Qeesi
a. Yes No
2. I feel I can understand the description of chemical exposure in the questionnaire
a. Yes No
3. I feel I can successfully rate my severity of my symptoms
a. Yes No
4. I feel I can understand the score of each radio button
a. Yes No
5. I feel I can navigate through the Qeesi questionnaire
a. Yes No

Question 2

In general, how easy or difficult was it to complete the online Qeesi questionnaire using a computer?

Present Difficulty Scale

How does this questionnaire compare to others that you have taken? Probe.

Ask the participant if this is a process they feel that they could complete on a mobile phone. Probe.

Task 3: Interpret the results of the Qeesi questionnaire.

Present the assigned results (Even = Bar, Odd = Spider)

Question 1: According to the image, please list all the symptoms after exposure event from high to low level.

(See Spider / Bar Chart)

Ans:

Correct	Participant Response
1. AIR/MM	
2. GU	
3. MS	
4. COG	
5. HEAD	
5. AFF	
5. GI	
5. COR	
6. SKIN	
7. NM	

Question 2: According to the image, do you understand which MCI is suggested?

- Have participants determine their intolerances without any additional guidance
- If the participant was unable to determine their intolerances provide guidance.

Probe.

Correct Answer: Very suggestive

In general, how easy or difficult was it to interpret the results of QEESI?

Present Difficulty Scale

Probe.

Hand participant SUS paper

Have participant complete SUS about overall experience navigating and completing the Qeesi.