MODERATOR GUIDE

USABILITY TESTING FOR *HTTP://UDOCS.MED.MIAMI.EDU*

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TEST CHECKLIST

☐ Greet the participant
☐ Read the orientation script and have the participant fill out informed consent before doing anything else

Introduction Script

Thank you for agreeing to participate in our usability study today. My name is _____ and I will be working with you. Do your best to ignore the audience during this session. Please read through and sign this consent form. If you have any questions, let me know. [*Wait for them to fill out the consent form and answer any questions*] Thank you.

During the session, I will be working from a script to ensure the instructions I give you are the same for everyone who participates in the study.

Our objective today is to observe you using the DOCS website. DOCs is a philanthropic program developed by the medical school that allows students to gain experience while serving under-privileged communities.

During the session, I will have you complete tasks on the website. For each task read through the scenario and when you feel ready to start the task please say "start". When you feel you have completed the task please say "stop". I will observe you and take notes while you work on the tasks. I will also be recording the amount time it takes you to complete each task to test how efficient the site is. Please try to do whatever you would normally do.

Please say out loud what you are thinking as you complete each task. Please keep in mind that we're not testing you, and there are no wrong answers. You doing this helps us understand what works or doesn't work on the site.

Keep in mind, I did not participate in any part of the design of the site you're about to test. Please be honest – I would like to know what you think about the site, not what you think I want to hear.

This session will take about 25 minutes. It you have any questions or need to take a break at at any point during the session please let me know.

Do you have any questions before we begin? [*Answer any questions*]

☐ Have the participant fill out demographic survey
☐ Start tasks. For each task:
  ● Record start time - have user say start when they have completed reading the task
  ● Observe the participant and take notes on how they complete the task
  ● If they are still struggling with task after 2 minutes read the hint
  ● At 3.5 minutes stop the clock and record as a fail

- When user has completed task have them say stop and stop timing the task. If they forget saying it, stop the stopwatch when they find the answer.
- Have user fill out the post-task question and record their comments
☐ Have the participant complete post-test questionnaire
☐ Debrief with the participant and ask post study questions

POST STUDY INTERVIEW QUESTIONS

Now that you have had a chance to explore the site, I would like to ask you some questions about your experience and your opinions of the site.

1. **What do you think the purpose of the website is?**
2. How would you describe what the website covers?
3. **Who do you think would benefit from using this website?**
4. **What did you like about using the website? What did you dislike about using the website?**
5. Is this a website you would refer to someone else?

☐ Close the session

CONCLUSION SCRIPT

Thank you very much for all your help, now that you are done do you have any questions for me?

[*Thank them and escort them out*.]

☐ Organize data collection and observation sheets
☐ Prepare for the next participant

TASKS

Task 1: Using the Map on Documentaries Page

Moderator Actions:

1. Open web browser
2. Go to http://udocs.med.miami.edu/
3. Make sure the website displays the home panel with the video on the screen

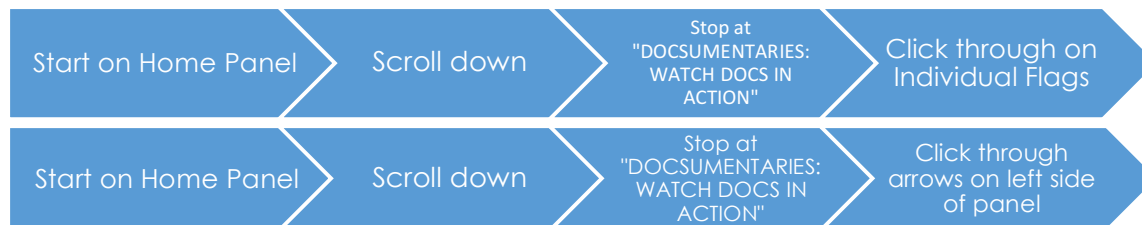**Time to Complete:** _____seconds

Was Tasks Successfully Completed?

Pass

Grey Pass

Fail

Scenario: You are planning a DOCS event and are curious about what other events in the area provide to patients. What did patients receive at the Ft. Lauderdale event?

Hint: Where would you expect to find geographic locations?

Answer: User writes produce

Task Flows:

Start on Home Panel >	Scroll down >	Stop at "DOCSUMENTARIES: WATCH DOCS IN ACTION" >	Click through on Individual Flags >
Start on Home Panel >	Scroll down >	Stop at "DOCSUMENTARIES: WATCH DOCS IN ACTION" >	Click through arrows on left side of panel >

Observations/Problem Identification:

- Did the user find the information they were looking for?
- Did they have problems trying to find information on the website?
- Did they try to use the navigation bar to find the information? Did that seem to help them?

Task 2: Sharing the site and content

Moderator Actions:

1. Refresh the website by putting http://udocs.med.miami.edu/ into the address bar
2. Make sure the website displays the home panel with the video on the screen
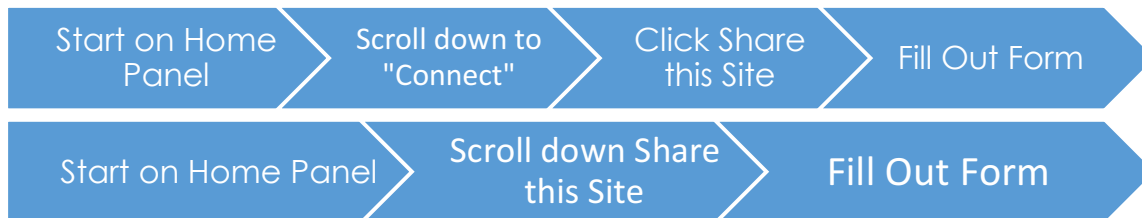
Scenario: After visiting the DOCs website you decide you want to share the content with your colleague, Sarah. Using the website, share this site with Sarah (email: sarahk.493@gmail.com). *Do not copy and paste to share the link.*

Hint: Are there any functions that would allow you to share with someone?

Answer: Scrolling down to the Section: "*SHARE THIS DOCS MODEL WITH OTHERS*", filling out the form and sending to colleagues and friends.

Task Flows:

Start on Home Panel → Scroll down to "Connect" → Click Share this Site → Fill Out Form

Start on Home Panel → Scroll down Share this Site → Fill Out Form

Observations/Problem Identification:

1. Did the user find the information they were looking for?
2. Did they have problems trying to find information on the website?
3. Did they try to use the navigation bar to find the information? Did that seem to help them?

Task 3: Playing a video on the "DOCS STRIVES FOR HEALTHCARE EQUITY" panel

Moderator Actions:

1. Refresh the website by putting http://udocs.med.miami.edu/ into the address bar
2. Make sure the website displays the home panel with the video on the screen
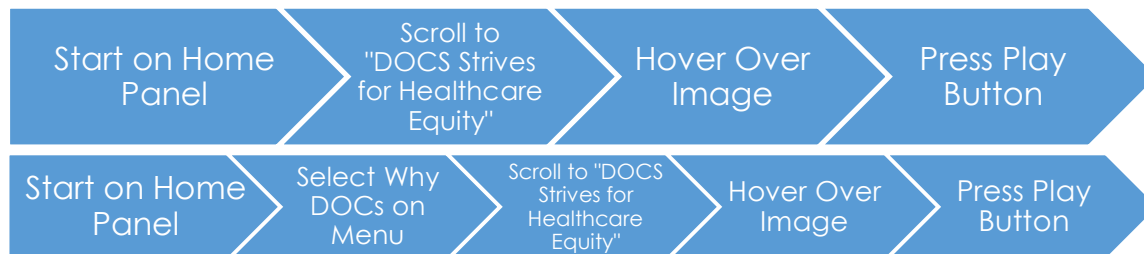
Scenario: You have learned about some of the services the DOCS program provides. Play a video to hear how someone seeking health care has been impacted by the DOCs program.

Hint: Is there anywhere on this site that you can hear from patients?

Answer: Find the "DOCS STRIVES FOR HEALTHCARE EQUITY" hover over one of the videos and press the play button.

Task Flows:

Start on Home Panel → Scroll to "DOCS Strives for Healthcare Equity" → Hover Over Image → Press Play Button

Start on Home Panel → Select Why DOCs on Menu → Scroll to "DOCS Strives for Healthcare Equity" → Hover Over Image → Press Play Button

Observations/Problem Identification:

- Does the user know the image is a video?
- Does the user know they must click on the play button to watch the video?

6

Task 4: Locating a Printable Item

Moderator Actions:

1. Refresh the website by putting http://udocs.med.miami.edu/ into the address bar
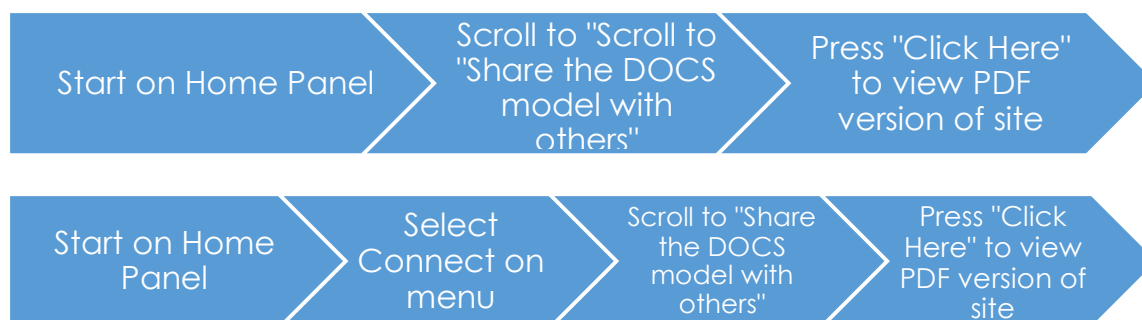2. Make sure the website displays the home panel with the video on the screen

Scenario: You are a doctor and would like a copy of the information on the DOCS program to view later and share with colleagues. Please find and open the PDF version.

Hint: Have you seen a link somewhere that you could download information?

Answer: Finding and clicking on the the link for: *You may also access a downloadable overview of the DOCS model here.*

Task Flows:

Start on Home Panel → Scroll to "Scroll to "Share the DOCS model with others" → Press "Click Here" to view PDF version of site

Start on Home Panel → Select Connect on menu → Scroll to "Share the DOCS model with others" → Press "Click Here" to view PDF version of site

Observations/Problem Identification:

- Did the user find the information they needed?
- Did they understand that they could click to get to a pdf or printable item?
- Were they able to successfully bring up the print menu once on the document?

Task 5: Information Seeking Task

Moderator Actions:

1. Refresh the website by putting http://udocs.med.miami.edu/ into the address bar
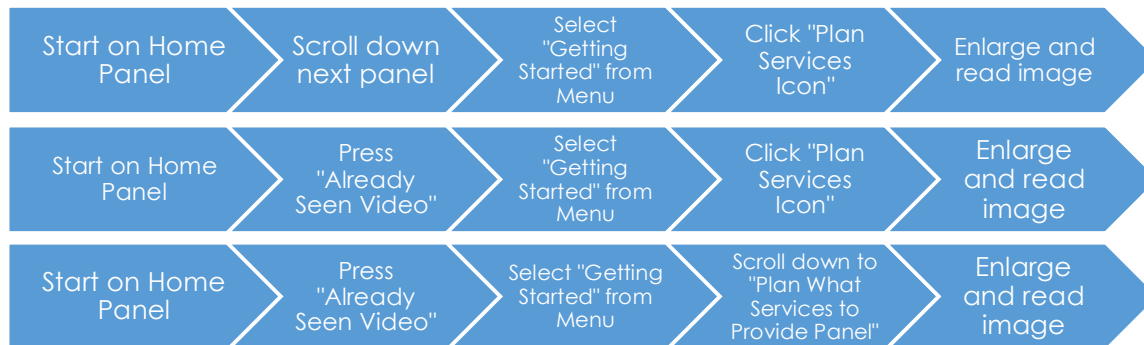2. Make sure the website displays the home panel with the video on the screen

Scenario: Before planning your own DOCs event you want to know what kind of help is provided to patients. When patients of low risk attend a DOCs event what do they receive?

Hint: If you were looking for services where would you go?

Answer: "Low risk patients are given information about community resources. Many return to the health fair annually for screening services."

Task Flows:

| Start on Home Panel | Scroll down next panel | Select "Getting Started" from Menu | Click "Plan Services Icon" | Enlarge and read image |

| Start on Home Panel | Press "Already Seen Video" | Select "Getting Started" from Menu | Click "Plan Services Icon" | Enlarge and read image |

| Start on Home Panel | Press "Already Seen Video" | Select "Getting Started" from Menu | Scroll down to "Plan What Services to Provide Panel" | Enlarge and read image |

Observations/Problem Identification:

1. Did the user find the information they were looking for?
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