
PARTICIPANT PACKET

USABILITY TESTING FOR [HTTP://UDOCS.MED.MIAMI.EDU/](http://UDOCS.MED.MIAMI.EDU/)

Developed by:

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CONSENT FORM

The University of Miami is conducting research to evaluate the usability of the DOCS website. We will use the results of these sessions to help improve the usability of the website.

If you agree to participate, you will be asked to use the web site in the presence of a researcher and share your thoughts and insights as you use it.

In this short session, you will

- Perform five tasks related to the use of the web site
- Be interviewed by the moderator about using the web site
- Complete a brief questionnaire and interview about your overall experience.

Your participation will take approximately 25 minutes and you will receive \$0 compensation for your time and participation. There is no risk to you if you participate in this study. We will use the information that you provide, along with information from other people, to improve the design of the web site.

Any information you share will be kept confidential; your name will not be associated with the data we collect from your session. Your privacy will be protected to the maximum extent allowable by law.

Your participation is completely voluntary. You may choose not to participate at all, may refuse to participate in certain procedures or answer certain questions, or may discontinue your participation at any time without penalty. Your decision to participate will not affect your relationship with any local, state, or Federal organizations, or the person who identified you as a potential participant. Agreeing to participate and signing this form does not waive any of your legal rights.

If you have any questions about this study, feel free to ask us

If you voluntarily agree to participate in this research, and have had all your questions answered, please sign below.

Participant's Signature

Date

Thank you! We appreciate your participation!

DEMOGRAPHIC QUESTIONNAIRE

1. Age:

- ☐ 20-25
- ☐ 26-30
- ☐ 31-35
- ☐ 36-40

2. Gender:

- ☐ Male
- ☐ Female
- ☐ Prefer not to disclose

3. How much time on average do you spend online per day?

- ☐ None
- ☐ Less than 2 hours
- ☐ 2-4 hours
- ☐ 4-6 hours
- ☐ Over 6 hours

4. What device do you use most frequently to access the internet?

- ☐ Desktop/laptop
- ☐ Mobile phone
- ☐ Tablet

5. Are you familiar with the U Docs website?

- ☐ Previously unaware
- ☐ Somewhat familiar
- ☐ Frequent user

6. Have you ever considered starting a healthcare program for underserved patients/communities at an institution?

- ☐ Yes
- ☐ No

7. Have you previously participated in a usability test?

- ☐ Yes
- ☐ No

8. Have you ever conducted a usability test?

- ☐ Yes
- ☐ No

TEST TASKS

TASK 1:

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?

Answer:

Post Task Questionnaire:

Overall, how difficult or easy was the task to complete?

Very	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very
Difficult	1	2	3	4	5	6	7	Easy

Comments:

TASK 2:

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.

Post Task Questionnaire:

Overall, how difficult or easy was the task to complete?

Very	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very
Difficult	1	2	3	4	5	6	7	Easy

Comments:

TASK 3:

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.

Post Task Questionnaire:

Overall, how difficult or easy was the task to complete?

Very	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very
Difficult	1	2	3	4	5	6	7	Easy

Comments:

TASK 4:

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.

Post Task Questionnaire:

Overall, how difficult or easy was the task to complete?

Very	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very
Difficult	1	2	3	4	5	6	7	Easy

Comments:

TASK 5:

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?

Answer:

Post Task Questionnaire:

Overall, how difficult or easy was the task to complete?

Very	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very
Difficult	1	2	3	4	5	6	7	Easy

Comments:

POST SURVEY QUESTIONNAIRE:

Now that you have completed all of the tasks on the website please fill out the following questionnaire about your experience.

1. I think that I would like to use this website frequently.

Very
Difficult ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 Very
Easy

2. I found the website to be unnecessarily complex.

Very
Difficult ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 Very
Easy

3. I thought the website was easy to use.

Very
Difficult ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 Very
Easy

4. I think that I would need the support of a technical person to be able to use this website.

Very
Difficult ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 Very
Easy

5. I found the various functions in this website were well integrated.

Very
Difficult ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 Very
Easy

6. I thought there was too much inconsistency in this website.

Very
Difficult ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 Very
Easy

7. I would imagine that most people would learn to use this website very quickly.

Very
Difficult ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 Very
Easy

8. I found the website very cumbersome to use.

Very Difficult	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Easy
	1	2	3	4	5	

9. I felt very confident using the website.

Very Difficult	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Easy
	1	2	3	4	5	

10. I needed to learn a lot of things before I could get going with this website.

Very Difficult	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Easy
	1	2	3	4	5	