

Usability Questionnaire

Part 1 - Demographic Information

Position Title:_____

Position Type: Manager ☐ Team Leader ☐ Staff member ☐ Other:_____

About how many years have you been working in Online Therapy Unit team:_____

Please Rate Your Technical Skill Level:

Very Knowledgeable ☐ Knowledgeable ☐ Average ☐ Low ☐ Prefer not to say ☐

Highest education obtained:

High School Diploma ☐ Some Post-Secondary ☐ Bachelors ☐ Masters ☐ PhD ☐

Prefer not to say ☐ Others:_____

Gender: Male ☐ Female ☐ Prefer not to say ☐

Age Range: <17 ☐ 18-25 ☐ 26-35 ☐ 36-45 ☐ >45 ☐ Prefer not to say ☐

Part 2 - Preliminary Questions & Feedback

1. Do you think you will use TheraComm? Yes ☐ No ☐ Unsure ☐

2. How often do you think you would use the application?

Often ☐ Sometimes ☐ Not Often ☐ Rarely ☐ Never ☐ Prefer not to say ☐

3. What do you think TheraComm is?

4. Do you have any expectations, concerns, or other thoughts regarding TheraComm?

5. Please write any other comments below:

Part 3 - Guided Questions

Part 3a - Login Section

1. Please Log in using the credentials used in logging in the Online Therapy Unit website.

No Concerns [] Some Concerns [] Many Concerns [] Needed Help [] Not Completed []

Feedback: _____

2. Please log out

No Concerns [] Some Concerns [] Many Concerns [] Needed Help [] Not Completed []

Feedback: _____

Part 3b - Email Section

1. Please go to the email section and navigate between folders (Inbox, Sent, Drafts).

No Concerns [] Some Concerns [] Many Concerns [] Needed Help [] Not Completed []

Feedback: _____

2. Please create a message and go back to screen you were in before.

No Concerns [] Some Concerns [] Many Concerns [] Needed Help [] Not Completed []

Feedback: _____

3. Please navigate to the Drafts folder and check if the message you created is in there.

No Concerns [] Some Concerns [] Many Concerns [] Needed Help [] Not Completed []

Feedback: _____

4. Please update the created message and send the message.

No Concerns [] Some Concerns [] Many Concerns [] Needed Help [] Not Completed []

Feedback: _____

5. Please navigate to the Sent folder and check the sent message is there.

No Concerns [] Some Concerns [] Many Concerns [] Needed Help [] Not Completed []

Feedback: _____

6. Please delete the sent message.

No Concerns [] Some Concerns [] Many Concerns [] Needed Help [] Not Completed []

Feedback: _____

7. Please add a folder alongside the other folders.

No Concerns [] Some Concerns [] Many Concerns [] Needed Help [] Not Completed []

Feedback: _____

8. Please delete the created folder.

No Concerns [] Some Concerns [] Many Concerns [] Needed Help [] Not Completed []

Feedback: _____

Part 3c - Chat Section

1. Please go to the chat section and view the chat list.

No Concerns [] Some Concerns [] Many Concerns [] Needed Help [] Not Completed []

Feedback: _____

2. Please create a message and send a message.

No Concerns [] Some Concerns [] Many Concerns [] Needed Help [] Not Completed []

Feedback: _____

3. Please continue the conversation.

No Concerns [] Some Concerns [] Many Concerns [] Needed Help [] Not Completed []

Feedback: _____

4. Please exit the conversation and go back. Can you see your previous chat session?

No Concerns [] Some Concerns [] Many Concerns [] Needed Help [] Not Completed []

Feedback: _____

5. Please delete the newly created conversation

No Concerns [] Some Concerns [] Many Concerns [] Needed Help [] Not Completed []

Feedback: _____

Part 4 - Post Questions

Please fill in the following as best you can:

1. TheraComm was easy to use (0 very hard, 10 very easy):

0 [] 1 [] 2 [] 3 [] 4 [] 5 [] 6 [] 7 [] 8 [] 9 [] 10 []

2. The screens were easy to navigate (0 very hard, 10 very easy):

0 [] 1 [] 2 [] 3 [] 4 [] 5 [] 6 [] 7 [] 8 [] 9 [] 10 []

3. Each screen made sense (0 complete nonsense, 10 makes total sense):

0 [] 1 [] 2 [] 3 [] 4 [] 5 [] 6 [] 7 [] 8 [] 9 [] 10 []

4. The login section was easy (0 very hard, 10 very easy):

0 [] 1 [] 2 [] 3 [] 4 [] 5 [] 6 [] 7 [] 8 [] 9 [] 10 []

5. The email section was easy (0 very hard, 10 very easy):

0 [] 1 [] 2 [] 3 [] 4 [] 5 [] 6 [] 7 [] 8 [] 9 [] 10 []

6. The chat section was easy (0 very hard, 10 very easy):

0 [] 1 [] 2 [] 3 [] 4 [] 5 [] 6 [] 7 [] 8 [] 9 [] 10 []

7. You would use TheraComm (0 never, 10 all the time!):

0 [] 1 [] 2 [] 3 [] 4 [] 5 [] 6 [] 7 [] 8 [] 9 [] 10 []

8. Would you recommend using TheraComm to other employees and patients?

Yes [] No [] I would suggest not to use it []

9. What did you like and didn't like about TheraComm?

10. Is there anything you would like TheraComm to have or have changed?

11. What general comments/questions do you have about TheraComm?
