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Attachment 2: Moderator Script

Initial in-person Session at Westat

A. Introduction

A1. Explain Study Purpose and Participant's Role

Hello, my name is _____, and I work here at Westat. The project we are focusing on today is sponsored by the National Cancer Institute – the NCI.

Your participation will help the National Cancer Institute with development of a smartphone app called “Life in a Day.” The app allows people to track and record their daily activities.

Today, we will ask you to use the app to register and then log in a few of your activities. Then, we will ask you to use the app to record your activities over the next two days. At the end of the third day, that is [FILL WITH THIRD DAY], I [OR NAME OF PERSON] will [call you / do an online session with you] to cover some questions about your experiences using the app.

After this study, when the app is fully developed, researchers will use this app to collect information for research on a variety of topics, such as types of physical activities people engage in during a day, the times they sleep and wake up, and when they use medications.

A2. Administer Consent

[HAND CONSENT FORM TO PARTICIPANT.]

Please read this consent form which covers important points about your participation in this study. Please read it and I'll answer any questions you may have.

[WHEN PARTICIPANT IS FINISHED READING AND HAS SIGNED] Is it okay with you if we record the session? [START RECORDING AFTER GETTING PERMISSION.]

A3. Explain Session Procedure

Today, we'll do what is called a "think-aloud." I'd like you to talk out loud as you work with the app – as you look at information provided on the phone screen, think about what to do, and make decisions about what to do.

As you work, I may ask you to tell me more details about what you are thinking. We are interested in finding out:

- What you find easy to do,
- What is confusing and might need to be changed, and
- The features that you like and dislike.

I want to hear in your own words both positive and negative reactions you have as you work with the app. I did not develop it, so you won't hurt my feelings if you have negative things to say.

If you have a question about something you are doing, go ahead and ask it out loud. Your question will indicate that something seems confusing, so I want to hear it. But I may not be able to answer your question right now because I want to see how you would do this on your own.

Do you have any questions before we start?

Prompts for use at any time -- as needed -- during think-aloud portion of the session

Expectations:

- What do you think will happen next?
- What do you expect will happen if you _____?

Reactions:

- In your own words, what are you doing with this screen?
- Is this what you expected to see?
 - o Why or why not?
 - o How is it different?
 - o What would you prefer to have happen here?
- How do you know what to do next?

Elaborations:

- Tell me more about that.
- What do you think about that?

If participant gets stuck/has problem:

- How would you move on?
- What would you do if you were working on this at home on your own?
- What steps would you take to figure out what to do next?

If participant becomes completely confused and cannot complete a necessary step in order to move on:

- o [TAKE THE APP, SET SCREEN AT A NEXT STEP, AND SAY]: Okay, let's start with a screen that looks like this.

B. Think-Aloud: Initial Use of App

[MODERATOR: USE PROBES BELOW AS NEEDED TO ELICIT REACTIONS AND COMMENTS FROM PARTICIPANT AS S/HE WORKS. INTERSPERSE THE GENERAL PROBES (BOX) AS NEEDED]

B1. Completing the Registration Process

Please register as if you were doing this on your own at home without me watching. And please talk out loud about what you are thinking.

IF PARTICIPANT GETS WARNING FOR NOT ENTERING REQUIRED FIELDS:

- Why do you think that happened?

WHEN REGISTRATION IS COMPLETE:

- How easy or difficult was it to register?
 - o [If difficult]: What made it difficult? What would make it easier to do?
 - o [If easy]: Why was it easy?

B2. Recording an Initial Set of Daily Activities

Now please use the app to record several of your own activities. Start with today - either first thing this morning -- or what you did to get here to Westat today.

ON FIRST ENCOUNTER WITH ACTIVITY SCREEN:

In your own words, how would you describe what you are doing here?

USE GENERAL PROBES AS NEEDED WHILE PARTICIPANT WORKS.

AFTER PARTICIPANT HAS RECORDED SEVERAL ACTIVITIES AND YOU HAVE A FEEL FOR WHETHER S/HE COULD RECORD ON OWN AFTER LEAVING:

- How easy or difficult is it to find and record your activities? Tell me more about that...

IF PARTICIPANT DISCOVERED AND USED TIMING FOR ACTIVITIES:

- How easy or difficult is it to specify the time the activity started and ended? Tell me more about that...

IF PARTICIPANT CANNOT SEEM TO FIND A DESIRED ACTIVITY:

OBSERVE PARTICIPANT'S STRATEGY. DOES S/HE:

- PICK A MORE GENERAL TERM FROM THE SEARCH LIST?
- SKIP RECORDING THAT ACTIVITY?
- SELECT "I DIDN'T FIND WHAT I WAS LOOKING FOR" AND ENTER THEIR OWN ACTIVITY?

- What do you think about not finding what you are looking for?
- How would you handle that activity?

IF PARTICIPANT CHOOSES "I didn't find what I'm looking for":

- How would you describe what you are doing here?

IF PARTICIPANT NOTICES/USES EVENT MARKER SCREEN OR MARKERS:

- In your own words, how would you describe what you are doing with this screen?
- What kinds of things would you use a marker for?

IF PARTICIPANT NOTICES/COMMENTS ON "PRIVATE" AND/OR "MORE ACTIVITIES" BUTTON(S):

- What is your reaction to the "Private" and "More activities" buttons?
 - o Would you use them or not? Why?
 - o [IF WOULD USE]: How would you use them?

IF PARTICIPANT INDICATES S/HE IS LOOKING FOR HELP OR INSTRUCTIONS OF SOME SORT:

- Can you tell me more about what you need at this point?
- What would be a good way to have that provided to you, to make this easy?

IF PARTICIPANT VIEWS DAILY LOG SCREEN - OBSERVE
PARTICIPANT'S NOTICE OF AND USE OF NAVIGATION FEATURES:

Feature	Noticed (Y/N)	Used (Y/N)	Comments
Zoom in/out for finer time gradations			
Arrows to move to previous/ next days			
Scroll up/down to earlier and later times			
Clock dial to set /change time			
Add button (to add new activity or marker directly from log screen)			

IF PARTICIPANT NOTICES/USES "MORE OPTIONS" SCREEN:

- What do you think each of these options (listed) would take you to?

AFTER PARTICIPANT SEEMS COMFORTABLE ENTERING ACTIVITIES:

- How easy or difficult do you think it is to navigate around in this app?

[AFTER PARTICIPANT HAS DEMONSTRATED AT A MINIMUM THAT S/HE WILL LIKELY BE ABLE TO USE THE APP ON OWN, MOVE ON TO PREP FOR NEXT SESSIONS.]

Okay, now let's move on to what will happen on the next two days - [NAME THE DAYS].

C. Prepare for Remaining Two Sessions

C1. Preparation for Emailing Files

On [DAY 3], just before we talk, please email me the file of data that you record on the app up until that point of the day.

1. Here is a card that has information about how to connect to a WiFi network. [HAND INSTRUCTIONS CARD (BASED ON INFORMATION NCI SUPPLIES). WALK THROUGH STEPS TO ENSURE PARTICIPANT UNDERSTANDS HOW TO DO THIS - WE ARE SHOWING, NOT TESTING ON THIS.]
2. Here is the email address for you to use on [DAY 3] to email your data file to me [SHOW ON PHONE IF STORED, OR PROVIDE HARD COPY OF EMAIL ADDRESS].

Do you have any questions about that?

C2. Schedule and Take-home Items

I [or other staff member's name] will call you at _____ -- our pre-arranged time. Is that time still good for you? [IF NOT, RESCHEDULE FOR ANOTHER TIME ON SAME DAY].

Here is the packaging for you to use to send the phone back after we complete the last interview by [phone/WebEx] on [day scheduled].

[GIVE CARD FOR STAFF MEMBER SERVING AS POINT OF CONTACT]:
Here is _____'s contact information (phone number and email

Day 1 In-person Session Script
NCI Life in a Day app study

address) in case you have a significant issue tomorrow while using the app that prevents you from recording your activities.

Do you have any questions before you leave?

Thank you for coming to Westat today. We look forward to speaking with you on [day scheduled for first phone/WebEx interview].