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Attachment 3: Moderator Script

Day 3 Session (by WebEx*)

*Note that we assume we will use WebEx for this session. WebEx will not only allow for easy recording of the session, but will allow for showing screen shots of the app. Seeing the screen shots is expected to facilitate participant focus on specific questions, even though his/her actual data will not be viewable on the shared screen. If NCI prefers, we will conduct the interview by phone and audio-record only.

[ENSURE THAT PARTICIPANT SUCCESSFULLY LOGS INTO WEBEX SESSION. REVIEW POINTS OF CONSENT AS COVERED ON DAY 1. ASK FOR PERMISSION TO RECORD SESSION, START WEBEX RECORDING AND THEN CAPTURE AGREEMENT WHEN RECORDING IS ON.]

BEFORE SESSION STARTS, CHECK:

PARTICIPANT SUCCESSFULLY EMAILED DATA TO WESTAT :

YES
 NO

INTERVIEWER: **MAIN** OBJECTIVES ARE TO CONTINUE TO FIND OUT:

- IF PARTICIPANT NEEDED INSTRUCTIONS FOR USING THE APP, AND IF SO, WHEN INSTRUCTIONS WERE NEEDED (P did not notice feature(s) when it would have been helpful to use it, P made a mistake and had to figure out how to correct it, P was unable to correct a mistake, P showed frustration, etc.)

- HOW PARTICIPANT FEELS ABOUT HAVING A REMINDER
 - o FOR THOSE WHO GOT REMINDERS: Did they like them, what difference did they make in reporting behavior, what is the optimal frequency to get them, etc.?
 - o FOR THOSE WHO DID **NOT** GET REMINDERS: Did they lapse in reporting, how would they react to getting reminders, would they want to get reminders, and if so, what is the optimal frequency to get them?

A. Introduction

A1. Cover Status of Emailed Data File

Thank you for participating in this session today. I [did / did not] receive an email from you with your file of the activities you recorded since you started using the phone app.

IF FILE NOT RECEIVED:

- Did you try to send an email?
- What issues did you have?

[IF NEEDED, EXPLAIN STEPS TO EMAIL THE FILE, BY SHOWING SCREEN SHOT OF THE “MORE OPTIONS” SCREEN ON THE MONITOR.]

A2. Explain Session Purpose and Procedure

Today, we will focus on your experiences with using the Life in a Day app on your own. What you see on your monitor are images of the app screens, but they are not functional. We'll use these images as I ask you some questions and find out about any issues you encountered as well as what was easy and difficult to do with the app. I'll ask some questions based on the data files you sent to us. Then I'll ask for your overall opinions about the Life in a Day app based on your using it for two days.

We can share on the monitor the non-functional images of the app screens. I can pass mouse control to you at any point if you wish to show me something as we talk.

B. Use of App: Day 1

B1. Approach to Completing Life in a Day

Participant's General Strategy

Let's start with your overall approach to using the app on your own.

- How did you go about completing the Life in a Day app?

[IF NEEDED]:

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- Did you record activities as you did them? *or*
- Did you record them at some later time? *or*
- Did you use a combination - recorded some as they happened, and fill in others later?
- Tell me more about how you decided to record activities this way [participant's characterization of own approach]...
- How did that work out for you?

[IF NEEDED]:

- How did you decide which activities to record later vs. in real time?

Participant's View of Salient Issues

- What problems, if any, did you have while using the app?

[IF ISSUES ARE ALREADY COVERED BY PROTOCOL, ADDRESS LATER; IF UNIQUE OR NOT IN PROTOCOL, ASK FOR CLARIFICATION AS NEEDED.] Tell me more about that...

General Tab Navigation

Let's talk about the tabs at the bottom of the screen.

- As you worked with the app, did you notice the tabs?
(circle)
 - o Activities Yes / No
 - o Markers Yes / No
 - o My Log Yes / No
 - o More Yes / No

FOR ANY TAB(S) NOT NOTICED:

- Tell me about that ...
- When you worked with the app, which tab(s) did you use?
(circle)
 - o Activities Yes / No
 - o Markers Yes / No

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- o My Log Yes / No
- o More Yes / No

FOR ANY TAB(S) NOT USED:

- o Tell me more about why you didn't need to use that ____ tab.

FOR EACH TAB USED: How easy or difficult was it to figure out what to use the tab for?

- o Activities
- o Markers
- o My Log
- o More

B2. Use of Activities

Activity Types

Let's talk about the kinds of activities you recorded.

- How easy or difficult was it to find and record your activities? Why?
 - o [IF DIFFICULT]: What would make it easier to record them?
 - o Which of your activities were easiest to record, and why?
 - o Which activities were hardest to record, and why?

- During the last two days, did you have any activities that occurred at the same time?

[IF NOT]: Tell me about that...

[IF SO]: How did you record those?

Timing

[IF NOT ALREADY COVERED AS PART OF GENERAL STRATEGY]

Let's talk about the start and stop times for your activities.

- How did you record when the activities started and stopped?

IF PARTICIPANT DOES NOT MENTION USING STOPWATCH FEATURE:

- Did you notice the stopwatch? [IF NEEDED, SHOW STOPWATCH ONSCREEN]

IF DID NOT NOTICE STOPWATCH:

- o Tell me about that ...
- o How did you record the start and stop times for your activities?
- Did you use the stopwatch?

[IF NOT]: Tell me about that ...

[IF SO]:

- How did you use it?
- What issues, if any, did you have with using the stopwatch?

IF PARTICIPANT FILLED IN ACTIVITIES LATER:

- For the activities you recorded at a later time, how did you remember the start and stop times?

B3. Prompts

FOR THE 9 PARTICIPANTS WHO DID GET THE PROMPT:

- What did you think about getting reminders?
 - o Was that helpful or not? Why?
- How often do you think the reminders should be?
 - o What would be too often to get them?

FOR THE 9 PARTICIPANTS WHO DID NOT GET THE PROMPT:

- What would you think about the app giving you periodic reminders to fill in your activities?
 - o Would that be helpful or not? Why?
- How often do you think the reminders should be?
 - o What would be too often to get them?

B4. Use of My Log

Let's talk about the My Log tab and screen. [IF NEEDED, POINT TO MY LOG TAB ONSCREEN]

Earlier, you said that you [FILL WITH (CHARACTERIZATION OF NOTICE OF/USE OF)] the My Log tab.

IF PARTICIPANT ACTUALLY USED DAILY LOG SCREEN, AND NOT
ALREADY COVERED WHEN PARTICIPANT EXPLAINED GENERAL
APPROACH TO COMPLETING THE APP:

- How did you use the Daily Log screen? [IF NEEDED, SHOW DAILY LOG SCREEN]
- Looking over what you have in your log, do you currently have any gaps (pink)?

[IF NOT]: Did you fill in any gaps? Tell me about that ...

[IF SO]: Tell me about those...

- o Thinking back over what you did over the last two days, are there any activities that you may have forgotten or left out?

[IF YES]: What might account for forgetting or leaving [that/those] out?

- How easy or difficult was it to specify the time that each activity started and ended? Why?
 - o [If difficult]: What would make it easier to work with the times?
- Looking at the top on the Daily Log screen, did you:
 - o Notice the arrows? [on the left of the Daily Log title]
 - o Notice the plus sign? [on the right of the Daily Log title]

[IF DID NOT NOTICE THE FEATURE(S)]:

- o Tell me about that ...

[IF NOTICED THE FEATURE(S)]:

- o How did you use them?
- What issues, if any, did you have with the log?

IF DID NOT USE DAILY LOG SCREEN:

- How might you use this? [SHOW DAILY LOG SCREEN]

B5. Use of Markers

Let's talk about the marker tab and screen. [IF NEEDED, POINT TO MARKER TAB ONSCREEN.]

Earlier, you said that you [FILL WITH (CHARACTERIZATION OF NOTICE OF/USE OF)] the Marker tab.

IF PARTICIPANT ACTUALLY USED MARKER SCREEN:

- How did you use this screen? [IF NEEDED, SHOW EVENT MARKERS SCREEN]
 - o What marker types did you make?
 - o What did you name your markers?
- What issues, if any, did you have with the using the markers?

IF PARTICIPANT DID NOT USE MARKER SCREEN:

- How might you use this? [SHOW EVENT MARKERS SCREEN]

B6. Use of More

Let's talk about the More tab and screen. [IF NEEDED, SHOW MORE TAB
ONSCREEN]

Earlier, you said that you [FILL WITH (CHARACTERIZATION OF NOTICE OF/USE
OF)] the My Log tab.

IF ACTUALLY USED MORE SCREEN, AND NOT ALREADY COVERED WHEN
PARTICIPANT EXPLAINED GENERAL APPROACH TO COMPLETING THE
APP:

- How did you use the More screen? [SHOW MORE SCREEN]

IF DID NOT USE MORE SCREEN:

- How might you use this? [SHOW MORE SCREEN]

C. Participant's Issues

- What issues, if any, did you have using the app?
 - o Tell me more about that...
- Were your activities for today similar to, or different from, your activities for [FILL WITH FIRST DAY]?
 - o What difficulties, if any, did you have with finding activities that you needed?
 - o In looking over your activities, is there anything that you might have forgotten or left out?
 - o Why?

D. Data Issues

I looked through the files that you emailed.

[ELICIT EXPLANATIONS FOR ANY ISSUES NOTED BASED ON REVIEW OF DATA FILE AND LOG, SUCH AS]:

- o Issues related to use of markers or no markers at all*
 - o Gaps in log (unaccounted for time)*
 - o Very little variation in types of activities logged (possibly indicating satisficing, lumping activities together), etc.*
- I noticed that ...[FILL AS NEEDED, BASED ON PARTICIPANT'S DATA; SHOW SCREEN SHOTS TO FACILITATE DISCUSSION IF THAT HELPS]
 - o Tell me more about that...

E. Participant's Experiences

Now let's talk about your overall experience using the app yesterday and today.

E1. Need for Instructions [ENSURE YOU COVER THIS - CRITICAL RESEARCH QUESTION]

- Did you feel you needed instructions for how to use the app, or not?
 - o Why?
 - o Tell me more about that...

E2. Need for Help

- Did you feel you needed any type of help while you were using the app, or not?

- o [IF SO]: What were you doing when you thought about needing help?
 - Tell me more about that... (which screens, which features)?
- o How would you want to access help at that point?

E3. Prompt Preferences [ENSURE YOU COVER THIS – CRITICAL RESEARCH QUESTION]

FOR THE 9 PARTICIPANTS WHO DID GET THE PROMPT:

- If NCI decides to use the reminders, what is your final opinion about the best time intervals for receiving them?

FOR THE 9 PARTICIPANTS WHO DID NOT GET THE PROMPT:

- If NCI decides to use the reminders, what is your final opinion about the best time intervals for receiving them?

E4. Navigation

- What did you think about the ways that are provided for navigating around the app?
 - o The tabs
 - o The zoom
 - o The arrows to move day to day
- What, if anything, would you suggest changing about the navigation?

E5. Features

- Was there anything that you wanted the app to do, but seemed to be missing?

[IF NEEDED]:

- o What additional features, if any, do you think should be added to make this easier to use?

E6. Customization

- What did you think about the capability to customize/label your own activity and marker buttons?
- What, if anything, would you suggest changing about the way the app allows customizing activities and markers?

F. Satisfaction

[ADMINISTER SHORT SATISFACTION QUESTIONNAIRE BY SHOWING IT ONSCREEN; GIVE MOUSE CONTROL TO PARTICIPANT AND ASK HIM/HER TO COMPLETE IT. THEN SAVE IT TO THE NETWORK FOLDER WITH PARTICIPANT'S NUMBER AND DATE OF SESSION.]

G. Summary Opinions

- Overall, what one or two things would you say you:
 - o Liked MOST about using the Life in a Day app?
 - o Liked LEAST about using the Life in a Day app?
 - In your opinion, for this app, what is the one thing that most needs to be changed?
- If you were asked to participate in a study to actually use this to track your activities, would you enter activities as they happen, or complete the log at a later time?
 - o Why?

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- Is there anything we have not covered that you'd like to comment on before we conclude the session?

H. Closing

Thank you for completing today's interview.

Tomorrow, please return the phone in the package we provided to you. As soon as we receive the phone, we will send you the \$40 check to thank you for your participation in this study.