Attachment A

CDC Solve the Outbreak Mobile Application User Experience (UX): Protocol

Mobile App Description

Solve the Outbreak App

Get clues, analyze data, solve the scenario, and save lives! In this fun app, you get to be the Disease Detective.

Do you quarantine the village? Interview people who are sick? Run more lab tests? The better your answers, the higher your score - and the more quickly you'll save lives. You'll start out as a Trainee and can earn badges by solving scenarios, with the goal of earning the top rank: Disease Detective.

New outbreaks happen every day, and CDC's Disease Detectives are on the front lines, working 24/7 to save lives and protect people. When a new outbreak happens, Disease Detectives are sent in to figure out how the outbreak started before it spreads further.

In this app, you get to Solve the Outbreak! You'll also:

 Learn about diseases and outbreaks in an engaging way.
 See how CDC's Disease Detectives save lives around the world.
 Post your scores on Facebook or Twitter and challenge your friends to play!

Goals of the Usability Test:

- The information collected from our users will help ensure that users have an effective and satisfying experience with the mobile application. This feedback will provide insights into our user's perceptions, experiences and expectations of the app. These collections will allow for ongoing, collaborative and actionable communications between the Agency and the app users. It will also allow feedback to contribute directly to the improvement of the app.

Mobile Application to be Tested

- During the usability sessions, participants will provide feedback on CDC's Solve the Outbreak mobile application. The application provides a game-like interface to teach users about basic principles of epidemiology by giving users clues and asking them to solve the outbreak in order to become a disease detective.

Participants

- CDC will aim to recruit up to 100 users who volunteer to participate and will not compensate users for their time or provide an incentive for participation. Participants may be recruited at local conferences, through friends and family, through colleagues, through schools and universities, etc.

Sessions

- Each session will last approximately 30 minutes. During the session, participants will:
    - Provide their initial impressions of the application
    - Work through an outbreak scenario
    - Provide feedback, ideas, and recommendations on how the application can be improved
- Facilitators will _verbally_ provide instructions to participants (see attachment B).

- Consent Form:
    - Participants will be asked to sign a consent form before testing begins (see attachment C).

- Questionnaire:
    - Participants will be asked to answer 10 quick questions about themselves before beginning the sessions (see attachment D).

- Conducting the sessions:
    - Participants will be asked to use one of the mobile devices provided by CDC staff to review the application. (See attachment F)
    - Scenarios and questions will be provided to the users _verbally_ by the facilitator (not via the computer). (See attachment E)
    - Facilitator will observe the participant during the session to monitor comments, frustrations, ideas, and recommendations; elicit overall reactions to the application; and thank the participant at the end of the sessions.