

Round 1 User Testing Questions for STD Tx Guide Mobile App and Website

After users volunteer, they will be asked to download the [iOS](#) or [Android](#) version of the 2015 STD Treatment Guidelines app before the interview.

Interviews will be conducted via Skype meetings or in person. Skype recordings and screen sharing will be used to observe and record user behavior.

A lead interviewer will be present for the testing to conduct the interview and ask questions while a second team member types notes.

Introduction

Thank you for speaking with us. My name is your name and I work for a small team at the CDC that uses innovative technology to help CDC programs improve public health. We specifically want to test the usability and learn how healthcare providers are using the STD Treatment Guidelines mobile app. The information we gather from this usability testing will provide us with information on how we can further improve the app for our users.

If at any time you'd like to skip a question, or end the interview, you are free to do so. There are no right or wrong answers to the questions, just tell us what you think. We value your honest opinion.

This session is scheduled to be 30 minutes. Do you have any questions so far?

Before we start, is it ok if we record this interview? The interview will be treated with confidentiality and used internally among our team and CDC's Division of STD Prevention.

[if permission granted] Okay, let me start the recording and I will ask for your consent again – is it ok if we record this interview? The information will be used internally among our team and CDC's Division of STD Prevention. Thank you.

Let's begin with a few background questions.

Background Questions

1. Where do you work and what is your job title?
 - How long have you been in practice?
2. How many STD cases do you encounter per month?

Mobile App

Findability

3. How did you first learn about the STD Treatment Guide app?
4. Talk me through how you found and downloaded the app.
 - a. Any keywords you used to search for it?
 - b. Did you have a hard time distinguishing CDC's app from others?

Public reporting burden of this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to CDC/ATSDR Reports Clearance Officer; 1600 Clifton Road NE, MS D-74, Atlanta, Georgia 30333; ATTN: PRA (0920-1050).

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5. When do you use the app and how often?

Usability Testing

Now, I'm going to ask you to look at the app and complete some tasks.

6. Are you using an iPhone or Android phone?
7. ANDROID USERS: Open up the navigation drawer. What are you thinking as you look at the items listed here?
IPHONE USERS: look at the bottom navigation tabs. What are you thinking as you look at the items listed here?
 - Of these, which do you use most?
 - What changes, if any, would you make?
8. Show me where you can download the full STD Treatment Guidelines.
 - When do you use the "Full Guidance" sections in comparison to the quick treatment guidance?
9. Where would you find dosage information for patients with Secondary Syphilis?
10. On scale of 1-5, how user friendly is this app (1 is not all and 5 is very user friendly)? Why?
 - Is it easy or hard to find what you're looking for?

Improvements

11. What do you like most about the app?
12. What improvements would you like to see?
13. Are there any changes that would make finding information easier? Probe: a search or filter option?

Website

Please go to the [2015 Sexually Transmitted Diseases Treatment Guidelines](#) page.

14. Do you use this website?
If yes:
 - How often?
 - How do you get to the website?
15. What are your overall thoughts of the website?

Usability Testing

I'm going to ask you to complete a task.

16. Show me how you find dosage information for patients with Secondary Syphilis.
17. Look at the navigation list on the left side of the website. What are your thoughts on the items listed here?
18. On scale of 1-5, how user friendly is this website (1 is not all and 5 is very user friendly)? Why?
 - Is it easy or hard to find what you're looking for?

Improvements

19. What changes, if any, would you make to this website?
20. Do the conditions on the website represent the terms you are typically looking for?

Mobile app vs. Website Comparison

21. Comparing the mobile app to the website:

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- Which one do you prefer to use? Why?

Conclusion

22. Before we conclude, is there any other feedback about the mobile app or website?
23. Is there anything important that you think CDC should keep in mind?

Wrap Up

Thank you for your time – we really appreciate your feedback. We are going to continue testing and draft an updated version of this app. Would it be okay to schedule another interview to get your feedback on a new version? Thank you again! Please feel free to contact us if you have any follow up questions or comments.

Round 2 User Testing Questions for STD Tx Guide Mobile App

New Design/Mockups

1. What is your first impression of the newly designed mobile app?
2. Is there anything missing or should be included on the homepage?
3. Where would you go to find treatment information on a specific STD condition?
4. Can you easily find the STD treatment information you need?
5. Is there something else you would add or remove on the app?

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