

## **ATTACHMENT 4B**

# **Week 1 Email Communications for MFHP Usability Study**

## Weekly Emails

### Initial Instructions

Subject: Mobile App Diary Study

Hello!

Thank you for agreeing to be in our study. You will be asked to give feedback on the Center for Disease Control (CDC) Division of Cancer Prevention and Control (DCPC) **My Family Health Portrait (MFHP): Cancer app**. MFHP: Cancer is a free app that you can use to collect your family health history find out if you are at increased risk for breast, ovarian and/or colorectal cancer based on your health history and risk factors, and learn about next steps to take based on your results. We want to see how well the app works for users to collect their personal and family health history, and learn their personal risk of cancer. We also want to know how clear and understandable the information in the app is and learn what works well in the app, and what we can do better.

#### What to expect

#### Timeline

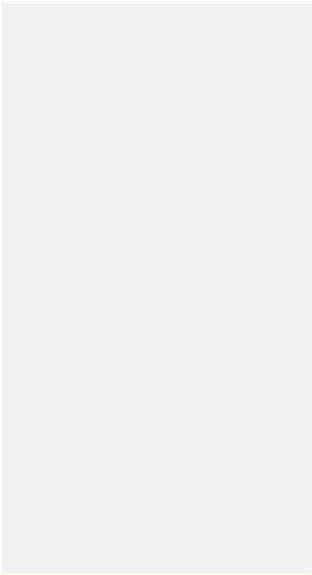
- The study will last **4 weeks**
- During **week 1, you will meet with the study moderator** to get to know the study and the app
- You will get weekly email with task instructions, survey links, and reminders.
- At the **end of the study, you will meet with the moderator for a final feedback session**

#### Time Commitment

- You can expect to spend **up to 2 hours total in one-on-one meetings with the study moderator**. These will consist of one meeting before the study starts, and one meeting at the end of the study to talk about final thoughts and feedback. Each of these sessions with the moderator will last about **30-60 minutes**.
- You can also expect to spend about **1 hour a week, for 4 weeks** completing tasks using the application and answering the survey questions. (Meaning: expect to spend ~1.5-2 hours on the study total in Weeks 1 and 4)

#### What to do

Please following the instructions below:

- 
- Please review the attached instructions on how to download Zoom.
  - **Download Zoom before your first scheduled session with the study moderator.**
  - Find a quiet and private place to **attend your scheduled first session with the study moderator.** During this session, the moderator will tell you about the study and the MFHP: Cancer app, discuss what you will have to do and answer any questions you have.
  - After that first meeting, **look for weekly emails from the moderator** with task instructions, reminders, and links to the study surveys.
  - **Attend the final feedback session with the study moderator at your scheduled time via Zoom**

If you have any questions, please contact [moderator name] at [moderator email] or [moderator phone number]. We will review the study and expectations in detail during our first session. Thank you again for your participation and time. We greatly value your feedback!

Sincerely,  
[Moderator name]

## Task Assignment Email

Subject: WEEK 1 INSTRUCTIONS- MFHP: Cancer Mobile App Diary Study

Hello!

Welcome to Week 1 of the diary study. You will have 1 week to complete the task(s) below, between the dates of [MONTH/DAY/YEAR] and [MONTH/DAY/YEAR]. This week, we would like you to complete the following:

Task 1: Please download the My Family Health Portrait: Cancer mobile application on your mobile device. Follow the instructions below:

Android:

- Step 1: Open the Google Play store on your device.
- Step 2: Search “MFHP: Cancer” in Google Play
- Step 3: Select the application from the list and click “install”
- Step 4: Inspect the app name and icon- confirm that they display as expected (see image below to confirm).



MFHP: Cancer  
Centers for Disease Control and Prevention

iOs:

- Step 1: Open the App Store on your device.
- Step 2: Search “MFHP: Cancer” in the App Store
- Step 3: Select the application from the list and click “install”
- Step 4: Inspect the app name and icon- confirm that they display as expected (see image below to confirm).



MFHP Cancer

Use the app to collect your family his  
colorectal cancer. You can view your

[View more >](#)

Task 2: Open the app and click through the welcome/onboarding screens to better understand and get familiar with the app.

Task 3: Complete your personal profile with your health history and information including personal information such as date of birth, health conditions, and cancer history.

Once you have completed your own personal profile with your health history and information, please do not proceed with entering any more information until you receive the next set of task instructions via email from the moderator.

Once you have completed the tasks listed above, please fill out the following survey to provide feedback about your experience: [\[survey link\]](#).

If you have any questions, please contact us at [\[moderator email\]](#). Thank you for your time and feedback!

Sincerely,  
[\[Moderator name\]](#)

## Task Reminder Email

Subject: REMINDER! WEEK 1 MFHP: Cancer Mobile App Diary Study

Hello!

Week 1 of the diary study is ending soon! There is still time to complete the tasks below and submit your survey by [X/X/XXXX]. As a reminder, this week, we would like you to complete the following:

Task 1: Please download the My Family Health Portrait: Cancer mobile application on your mobile device. Follow the instructions below:

Android:

- Step 1: Open the Google Play store on your device.
- Step 2: Search “MFHP: Cancer” in Google Play
- Step 3: Select the application from the list and click “install”

Step 4: Inspect the app name and icon- confirm that they display as expected (see image below to confirm).



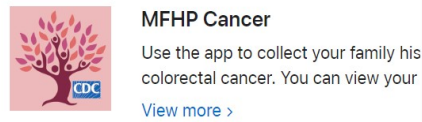
iOs:

Step 1: Open the App Store on your device.

Step 2: Search "MFHP: Cancer" in the App Store

Step 3: Select the application from the list and click "install"

Step 4: Inspect the app name and icon- confirm that they display as expected (see image below to confirm).



Task 2: Open the application and click through the welcome/onboarding screens to better understand and get familiar with the app.

Task 3: Complete your personal profile with your health history and information including personal information such as date of birth, health conditions, and cancer history.

Once you have completed your own personal profile with your health history and information, please do not proceed with entering any more information until you receive the next set of task instructions via email from the moderator.

Once you have completed the tasks listed above, please fill out the following survey to provide feedback about your experience: [\[survey link\]](#).

If you have any questions, please don't hesitate to contact us at [\[moderator email\]](#). Thank you for your time and feedback!

Sincerely,  
[\[Moderator name\]](#)