<u>**PST Aid Usability Test**</u>

Thank you for agreeing to talk to us today, you've been and continue to be so helpful in the development of this tool. The session should take about 30 min. I am going to share a link of a prototypes with limited functionality and ask you to complete a few tasks along with asking for feedback on design elements we still have questions about. As you use the prototype, I'm going to ask you as much as possible to try to think out loud: to say what you're looking at, what you're trying to do, and what you're thinking.

I want to make clear that we're testing the design, not you. You can't do anything wrong here. Also, please don't worry that you're going to hurt our feelings. We're doing this to improve the design, so we need to hear your honest reactions. If you have any questions as we go along, just ask them. I may not be able to answer them right away, since we're interested in how people do when they don't have someone sitting next to them to help. But if you still have any questions when we're done, I'll try to answer them then.

Any questions so far?

SCREEN SHARE: Because the prototypes live inside a web program called Figma. I'd like to show you how to use the program and the different areas we will be going through before I ask you to share your screen with me.

With your permission, would it be ok if I record this session? We're going to record what happens on the screen and our conversation. The recording will only be used for note-making purposes.

I'm going to press record and then ask you again, so your answer is caught on camera... Would it be ok if I record our discussion?

FLOW 1 (Figma prototype)

THE HOME PAGE TOUR
First, I'm going to ask you to look at the updated home page and tell me what you make of it. Just look around and talk out loud as you do. You can scroll if you want to, but please don't click on anything yet.
- what can you do here.

Take a look at the three categories on the dashboard, tell me what the different labels mean to you?

- There are 3 categories on the dashboard, tell me what you're seeing under the three categories.
  - o *(the goal is to see if participants understand the information given to them under "new patients", "Recently modified", and "Suggested patient folders" and how they would use them.)*

THE TASKS

Thanks. Now I'm going to ask you to do specific tasks to learn how well the interface/display is designed. And again, as much as possible, it will help us if you can try to think out loud as you go along. I'm going to read each task out loud.

Dashboard

Task 1: New Patient Folder

You created a client folder and later today is your first session with them. Where do you go to find that folder?

Task 2: Modified Worksheets

Find documents that patients recently made edits too.

- There are black and blue "tags" displaying the words "modified" and "new", What do you think that tags mean?
- What do you expect will happen when you click Jill Jones' modified document?

Have therapist click on prototype

- *Modified worksheet:* did it do what you expected? Any thoughts on this page?

Task 3: Suggested Patient folders

Find the most recently opened client folder.

Task 4: Edit patient's name

Show me how you would fix the misspelling of a client's name.

Task 4: Use Patient's Unique link

Clients are given login access to PST Aid. How would you share this with a client?

Task 5: change folder status to inactive

A patient decided to discontinue PST, talk/walk me through your steps for archiving their folder?

Okay, let's go back to the dashboard.

Patient Folder

Task 6: create a Problem List worksheet

At your first session with a new patient, you want to create a list of things to work on throughout your sessions. Guide me through that process.

Problem List

Task 7: delete/resolve a problem from the problem list

Mark a problem as successfully completed.

Probe: What do you think is the difference between resolve and delete? What do you think happens with each?

Let's head over to Lauren's Problem-Solving Worksheet

Problem Solving Form (if user gets lost the only way back is Through Laurens PL)

This form will look similar to the last version. Without clicking on anything. Is there anything that stands out to you? Or have questions about?

Task 8:

As you guide the patient through the first step of this form, how would you reference issues they may be interested in working on?

Let's go ahead and exit this document.

Task 9: Find Relapse prevention plan

In this scenario: Your patient Zak Banks has completed 9 sessions of PST and is ready to wrap up his sessions.

- Find the relapse prevention plan form but don't click on it just yet. What do you think the plan will include?

You may click on it now, Tell me what you think as you look through it?

Next, we are going to look at the patient's second and third session. Paying particular attention to the Review Section of the worksheet Let's go to flow 2 on the left-hand side.

FLOW 2

Session 2 Review

Go ahead and scroll through if you'd like but don't click on anything yet.
- Any questions or thoughts about what you're seeing in the review section?

Task 10:
The client wasn't successful with their action plan and decides they want to Modify their plan, show me how you would make these modifications?

When a client modifies a plan, it rolls over to the next week and they get a second opportunity at successfully completing their action plan.

Let's go take a look at what a session 3 review section may look like. Go go flow 3 on the left hand side of the program.

FLOW 3

Session 3 Review

Tell me what your seeing and if you have any thoughts surface.
- Is anything missing from here?
- What is your overall experience of this section?
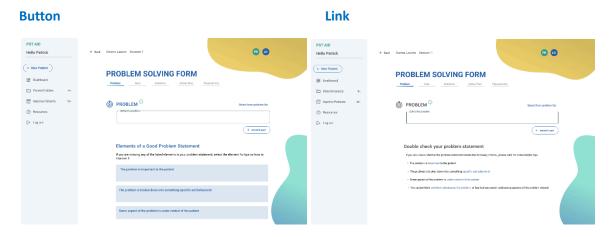- What questions come up for you

THERAPIST FEEDBACK ON DESIGNS
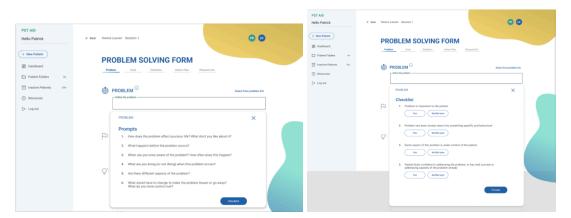SCREEN SHARE

THE COMPARATIVE USABILITY TESTING
Now, I'd like to show you designs options in question and get your feedback. I am going to share my screen now . You may recall the Assistive Pop-up tool tips. The Original version looked like this (first slide). The second Pop-up "Checklist" page was rarely accessed by most providers so we designed two other alternatives to bring out that assistive information, or we keep it as is but with slightly different look.

Pop-up Checklists/Tips:

Button   **Link**

Original 2 page pop-up

WRAP UP
Overall, How did you feel about this experience?
Is there anything you'd like to add or have questions about?
Thank them for their time and Remind them incentive will be sent to them.