UW ShareDNA App

Usability Study Kit

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TOPIC/SCENARIO	TIME ALLOTTED	CUMULATIVE TIME
Intro & Ice Breaker Questions	5 mins	5 mins
Sign in and Download App	3-5 min	10 minutes
Scenarios 1-3	15-25 minutes	35 minutes
Post-test survey (ease of use, value, overall likelihood to use)	5 minutes	40 minutes
Session Wrap Up	5 minutes	45 minutes

Intro and Ice breaker
Introduction about researcher - I am a student at UW working as an independent researcher on this project. I did not design the application, so please be honest. This testing is about what you think; we are interested in your honest feedback.

- Have you downloaded Apps on your phone before?

- What are some of the more fun Apps you use?

- Which Apps are most helpful?

Consent form

Consent

Thank you for agreeing to participate in our usability study. We appreciate the time and insights you will be sharing.

ShareDNA is an app developed for research-purposes only. ShareDNA will not collect your contact list information. This app will only keep track how you are related to the person/people you share your results with, but will not track their name(s), phone number(s), or email address(es).

When you share your genetic test results to people you choose, you are allowing them to view your personal information.

Please read the statement below and sign where indicated.

I understand that the ShareDNA app will only record the relationship to person/people who receive my genetic test results. I also understand that by sharing my results with the people I choose, I am giving them the right to view personal information.

_____   _____

Signature   Date

Script used during facilitation

<u>*Moderator:*</u>   During this test we'll only be asking you to download the shareDNA app and send test results to someone. Although highly unlikely there is a possibility that we may see your test results when you send it. Is that okay?

Thank you. Every question in this study is optional; you can simply say "Pass" if you do not wish to answer. Also, if at any time you would like to end the session, you are welcome to do so. Okay?

Do you have any questions for me before we begin? *(answer questions asked)*

Great. Now for this entire session we'd like you to think out loud. This just means that we'd like you to tell us out loud what your thought process is for working through a task .

<u>*Moderator:*</u> Thank you. *(hand scenario sheet to participant)* This sheet contains 3 scenarios each with a specific task. Your first scenario is on your sheet of paper labeled Scenario 1. Please read it and let us know out loud when you will begin your task and when you have completed it. As you are going through the task please share your thought process out loud. *(Note taker begins timing the task)*

<u>*Participant:*</u> *(performs task & indicates when task is complete)* I'm done.

<u>*Moderator:*</u> *(asks post task questions)* On a scale of 1 - 5 , five being very easy and one being very difficult, how easy or difficult was downloading the app and logging into it?

<u>*Participant:*</u> *(states answer)*   1   2   3   4   5

<u>*Moderator:*</u> Can you point out anything particular on the app that made completing this task easy or confusing and then tell us why?

<u>*Participant:*</u> *(states answer)*   _____

_____

_____

<u>*Moderator:*</u> Now you'll continue to scenario 2. Same as scenario 1 please let us know out loud when you begin the task and when you've completed it. Please share out loud your thought process. *(Note taker begins timing the task)*

<u>*Participant:*</u> *(performs task & indicates when task is complete)* I'm done.

Moderator: _(asks post task questions)_ On a scale of 1 - 5 , five being very easy and one being very difficult, how easy or difficult was it to send your results via text and please tell us why you gave this rating?

Participant: _(states answer)_   1   2   3   4   5

Moderator: Can you point out anything particular on the app that made completing this task easy or confusing and then tell us why?

Participant: _(states answer)_   _____

                                _____

                                _____

Moderator: Now you'll continue to scenario 3. Just like the previous scenarios, please let us know out loud when you begin the task and when you've completed it. Please share out loud your thought process. _(Note taker begins timing the task)_

Participant: _(performs task & indicates when task is complete)_ I'm done.

Moderator: _(asks post task questions)_ On a scale of 1 - 5 , five being very easy and one being very difficult, how easy or difficult was it to send your results via email and please tell us why you gave this rating.

Participant: _(states answer)_   1   2   3   4   5

Moderator: Can you point out anything particular on the app that made completing this task easy or confusing and then tell us why?

Participant: _(states answer)_   _____

                                _____

                                _____

Moderator: _(Explain post - test questionnaire)_ To conclude our test session we'd like you to fill out a quick questionnaire about your overall experience with this app.

Participant: _(Fills out post-test questionnaire & indicates completion of questionnaire)_

Moderator: Thank you [name of participant] for taking the time to test this app. We greatly appreciate your feedback. _(Walk participant out to lobby)_

SCENARIO 1

Your doctor has informed you of the ShareDNA app as a way to share your genetic test results. You are curious about the app and would like to learn more about it. **Download and log in to the ShareDNA app.**

Log in username:

Log in password: genetics123

SCENARIO 2

You receive an email notification on your cell phone stating your results have been added to your ShareDNA account. You immediately want to send your results to a family member. **Text your test results to one family member.**

SCENARIO 3

You are at home and realized there are a couple more people you would like to send your genetic test results to. **Send your results via email to at least two other people.**

Post-task questions

On a scale of 1 to 5, how easy or difficult was downloading and logging in?

      1   2   3   4   5

On a scale of 1 to 5, how easy or difficult was it to send your results via text?

      1   2   3   4   5

On a scale of 1 to 5, how easy or difficult was it to send your results via email?

      1   2   3   4   5

Can you point out anything particular in the app that made completing this task easy or confusing and then tell us why?

Post-test questionnaire

ShareDNA Survey

This short survey will only take a few minutes to complete. Thanks for your help! [Ed P, Helen E, and Dave K]

Tell us more.

1. **How likely are you to use the ShareDNA app?**
   Mark only one oval.

   ( ) Very likely

   ( ) Likely

   ( ) Neutral / Don't know

   ( ) Unlikely

   ( ) Very Unlikely

2. **Why?**

   _____

   _____

   _____

   _____

   _____

3. **If you did use ShareDNA, how many people would you share your genetic results with?**
   Mark only one oval.

   ( ) 1

   ( ) 2

   ( ) 3

   ( ) 4 or more

   ( ) I would not use ShareDNA to share my genetic results with anyone.

4. **What relationship do you have to the people with whom you would share your genetic results with using ShareDNA? Check all that apply.**
   Check all that apply.

   [ ] Parent

   [ ] Grandparent

   [ ] Child

   [ ] Sibling

   [ ] Cousin

   [ ] Aunt/Uncle

   [ ] Partner

   [ ] Health Care Provider

   [ ] Other: _____

Your opinions

5. **I feel the ShareDNA app is a secure way to send my genetic results.**
Mark only one oval.

- ◯ Strongly agree
- ◯ Agree
- ◯ Neutral
- ◯ Disagree
- ◯ Strongly disagree

6. **I would use the ShareDNA app to share all of my genetic results.**
Mark only one oval.

- ◯ Strongly agree
- ◯ Agree
- ◯ Neutral
- ◯ Disagree
- ◯ Strongly disagree

7. **I feel comfortable sharing my genetic results with ShareDNA.**
Mark only one oval.

- ◯ Strongly agree
- ◯ Agree
- ◯ Neutral
- ◯ Disagree
- ◯ Strongly disagree

8. **I would recommend the ShareDNA app to other family members or friends.**
Mark only one oval.

- ◯ Strongly agree
- ◯ Agree
- ◯ Neutral
- ◯ Disagree
- ◯ Strongly disagree

Thank you!
Thanks for spending the time to take our survey!

Question 5 asks whether you feel the ShareDNA app is a secure way to send genetic results. Can you share your answer with our group and go into and please tell us why?

Question 7 asks whether you feel comfortable sharing your genetic results. Can you share your answer with our group and go into and please tell us why?

Are there any other positive or negative thoughts that you'd like to convey about the design of this App?

Data-logging / note-taking forms

	Participant 1 (Fname)					
Participant 1	**Pre-Task Questions**	**Answers**				
	What is your gender?					
	Level of Education?					
	Ethnicity?					
	Age?					
	Professional/Employment Status?					
	Which smartphone do you have?					
	Scenario 1	**Task start time**	**Assistance Required?**	**Task End Time**	**Task Success**	**Notes about assitance**
	Your doctor has informed you of UWShare App as a way to share your genetic test results. You are curious about the app and would like to learn more about it. **Download and log in to the ShareDNA app.**		Yes / No		Reached screen that requested access to contacts Yes / No	Screen # where assitance was required: What was confusing?
	Post task questions					
	Scale of 1 - 5 how easy or difficult was downloading and loggin in?					
	Can you point out any thing particular on the app that made completing this task easy or confusing and then tell us why?					
	Scenario 2	**Task start time**	**Assistance Required?**	**Task End Time**	**Task Success**	**Notes about assitance**
	You receive an email notification on your cell phone stating your results have been added to your ShareDNA account. You immediately want to send your results to a family member. **Text your test results to one family member.**		Yes / No		Selected a contact and then the text method, and sends a text of their results link. Yes / No	Screen # where assitance was required: What was confusing?
	Post task questions					
	Scale of 1 - 5 how easy or difficult was is to send your results via text?					
	Can you point out any thing particular on the app that made completing this task easy or confusing and then tell us why?					
	Scenario 3	**Task start time**	**Assistance Required?**	**Task End Time**	**Task Success**	**Notes about assitance**
	You are now at home and realized there are a couple more family members you would like to send your genetic test results to. **Send your results via email to at least two other family members.**		Yes / No		Selects 2 contacts chooses the email method, and sends results via email. Yes / No	Screen # where assitance was required: What was confusing?
	Post task questions					
	Scale of 1 - 5 how easy or difficult was is to send your results via email?					
	Can you point out any thing particular on the app that made completing this task easy or confusing and then tell us why?					