

Attachment B

CDC SOLVE THE OUTBREAK MOBILE APPLICATION USER EXPERIENCE (UX): FACILITATOR INTRODUCTION (INSTRUCTIONS)

Note: These instructions will be read verbally by the facilitator. They will not be provided to the participant in paper form.

Thank you for agreeing to participate in our usability study.

Today, I am going to show you a mobile application and ask for your honest feedback. So, please let us know what you like about the app as well as what you don't like. Your opinions are very important to us and will help us improve the app so that it meets the needs of users like you.

During our session, I am going to ask you to perform a few activities, or tasks, using the app. I am planning to give you each task one at a time. As you go through each of the tasks, please try to "think out loud" and tell us what you are doing and what you expect to find using the app.

Please feel free to ask me a question about the tasks or the app. However, I may not be able to answer your questions, as I was not involved in the development of the app.

Your comments are very important and will be treated in a secure manner and will not be disclosed.

The session should take about 30 minutes. At the end of the session, we'll then have a chance for you to tell us about your experience and give us any feedback you may have.

Do you have any questions before we begin?