

Moderator Script

I. Introduction Script

Introduction (4 min)

Hello, we're _____ and _____ from the University of Texas at Austin School of Information, working with the University of Texas School of Medicine at San Antonio to enhance their overall experience of a health questionnaire as completed by patients. We would like to hear about your personal impressions with its current process. What is working for you, what isn't, and some specific ways you think your experience could be improved. Your opinions are very valuable to us.

Consent (1 min)

We would like to take some candid photos while completing the tasks to use solely to present for the stakeholders. Do we have your consent to take a few photos while completing the tasks?

Before we get started, I'd like to point out a few things:

- One of the most important things to keep in mind is that we are not evaluating you, only trying to better understand your experience and impressions.
- Please be as candid as possible, both positive or negative. We have no direct association with UT San Antonio or the questionnaire you are evaluating so don't worry about hurting our feelings.
- Also, this is a completely voluntary activity. You do not have to answer any questions that you do not want to and can stop at any time.
- Do you have any questions for before we begin?

II. Task Session

Now we are going to ask you two perform a few different tasks using a laptop. To gather as much insight as possible, we ask for you to please **think aloud** - that is speaking out what you are thinking and feeling as you perform each task. These tasks are not timed so you can take as much time as you need. Following each task is a simple question for you to answer. Do you have any questions so far?

Task 1: Navigate to take the online “Qeesi” questionnaire. Stop when you have reached the first page of the Qeesi questionnaire.

Question 1

In general, how easy or difficult was it to navigate to the online Qeesi questionnaire using a computer?

Present Difficulty Scale

Did the participant immediately proceed to the “Take the Qeesi” page?

- (Where did they go
Why did they go there
What did they pause on
Were they interested in anything in particular)

Did you find it difficult to find the starting place for the questionnaire?

- Probe

Did the participant read the background information before proceeding to begin the questionnaire?

- Did they find the information useful or confusing
Did they feel as if the information was written for them

Task 2: Complete the online “Qeesi” questionnaire. Stop when you have reached the results page of the Qeesi questionnaire.

Allow the participant some room to breathe. Pay attention to the following:

- Pauses
- Corrections
- Confusion
- Frustration
- Attention Span

It is okay to prompt the participant to talk about anything that peaks their interest, etc.

Question 1

1. I feel I can understand the instruction of Qeesi
a. Yes No
2. I feel I can understand the description of chemical exposure in the questionnaire
a. Yes No
3. I feel I can successfully rate my severity of my symptoms
a. Yes No
4. I feel I can understand the score of each radio button
a. Yes No
5. I feel I can navigate through the Qeesi questionnaire
a. Yes No

Question 2

In general, how easy or difficult was it to complete the online Qeesi questionnaire using a computer?

Present Difficulty Scale

How does this questionnaire compare to others that you have taken? Probe.

Ask the participant if this is a process they feel that they could complete on a mobile phone. Probe.

Task 3: Interpret the results of the Qeesi questionnaire.

Present the assigned results (Even = Bar, Odd = Spider)

Question 1: According to the image, please list all the symptoms after exposure event from high to low level.

(See Spider / Bar Chart)

Ans:

Correct	Participant Response
1. AIR/MM	
2. GU	
3. MS	
4. COG	
5. HEAD	
5. AFF	
5. GI	
5. COR	
6. SKIN	
7. NM	

Question 2: According to the image, do you understand which MCI is suggested?

- Have participants determine their intolerances without any additional guidance
- If the participant was unable to determine their intolerances provide guidance.

Probe.

Correct Answer: Very suggestive

In general, how easy or difficult was it to interpret the results of QEESI?

Present Difficulty Scale

Probe.

Hand participant SUS paper

Have participant complete SUS about overall experience navigating and completing the Qeesi.

Introduction:

Thank you for taking the time to complete our questionnaire. This questionnaire is only 10 questions and will take between 2 and 5 minutes. We are looking for participants for a research study that will involve one or more interviews lasting approximately 90 minutes and the following questions will assist us in selecting those participants.

1. In regards to your occupation, do you consider yourself in the medical field or have you worked in the medical field previously?

a. Yes TERMINATE
b. No

Commented [1]: should we set a time of how long they're in the field, ex. more than 6 months experience?

2. Have you ever completed a questionnaire called the QEESI or Quick Environmental Exposure and Sensitivity Inventory?

a. Yes TERMINATE
b. No

3. Gender:

a. Male
b. Female
c. Other: _____

4. Age:

a. < 25
b. 25 - 35
c. 35 - 45
d. 45 - 55
e. 55 - 65
f. > 65

Commented [2]: I change this into
<25
26-35
36-45
46-55
56-65
>65

5. Ethnic origin: Please specify your ethnicity.

a. White
b. Hispanic or Latino
c. Black or African American
d. Native American or American Indian
e. Asian / Pacific Islander
f. Other

6. Employment Status: (Check all that apply)

- a. Full-Time Student
- b. Part-Time Student
- c. Full-Time Worker
- d. Part-Time Worker
- e. None of the above

Commented [3]: should we add a text area for them to fill if they choose none of the above?

7. The highest education level you have completed:

- a. Some High School
- b. Highschool Degree
- c. Technical Degree/Certificate
- d. Some College
- e. Associate Degree
- f. Undergraduate Degree
- g. Master's Degree
- h. Phd Degree

Commented [4]: I add a phd degree

8. Do you feel sick when you are exposed to tobacco smoke, certain fragrances, nail polish/remover, engine exhaust, gasoline, air fresheners, pesticides, paint/thinner, fresh tar/asphalt, cleaning supplies, new carpet or furnishings? (By sick we mean: headache, difficulty thinking, difficulty breathing, weakness, dizziness, upset stomach, etc.)

- a. Yes
- b. No

9. Are you unable to tolerate or do you have adverse or allergic reactions to any drugs or medications (such as antibiotics, anesthetics, pain relievers, X-ray contrast dye, vaccines or birth control pills), or to an implant, prosthesis, contraceptive chemical or device, or other medical/surgical/dental material or procedure?

- a. Yes
- b. No

10. Are you unable to tolerate or do you have adverse reactions to any foods such as dairy products, wheat, corn, eggs, caffeine, alcoholic beverages, or food additives (e.g. MSG, food dye)?

- a. Yes
- b. No

11. That's it! Thank you for completing our questionnaire! Please provide a contact email so that we can reach out to you in the case that you are selected for an interview.

a. Email: _____

Ken - Notes:

- App use? Tech savviness? Have you filled out an online questionnaire previously?
 - Do you have and use at least one "internet connected devices?"
- Doctor visits?
- Language variances? Is English your second language?
- Reading level?
- Restrict Doctor/Medical Science?
- Brief explanation of expectations.
- Previously taken QEESI.
- Follow up - In person? (Link up with Eric/Kramer)
 - Generative Research
 - Tasks writing
 - Prototyping?
- For anyone, anywhere, and interpreted correctly
- Have you been prescribed activities by a doctor? (PT, etc.)
- Friendly presentation and interpretation
 - Is this a learning tool or a communication tool?

Wei-Notes:

- Should we add accessibility / disability?
 - Blind, reading impaired, color blind...
- Have you ever made any life changes due to chemical sensitivity
- Test Tasks can be: a situation -> fill out the form -> interpret result
 - Ken: We could but I think we'll be able to assess outside of direct research with users (screening for standard accessibility guidelines).

Introduction:

- Process, timing, etc - Follow up with Eric/Kramer

(Questions 1 - 3 will ensure we test a varied pool of participants)

12. Gender:

- a. Male
- b. Female
- c. Other: _____

13. Age:

- a. < 25
- b. 25 - 35
- c. 35 - 45
- d. 45 - 55
- e. 55 - 65
- f. > 65

14. Ethnic origin: Please specify your ethnicity.

- a. White
- b. Hispanic or Latino
- c. Black or African American
- d. Native American or American Indian
- e. Asian / Pacific Islander
- f. Other

(Filter out anyone overly familiar with medical terminology)

15. Occupation:

- a. _____

(Likely to complete the questionnaire for a separate individual)

16. Number of Dependents:

- a. 1
- b. 2
- c. 3
- d. 4
- e. More than 4

(Are some users more familiar with charts?)

17. The highest education level you have completed:

- a. Some High School
- b. Highschool Degree
- c. Technical Degree/Certificate
- d. Some College
- e. Associate Degree
- f. Undergraduate Degree
- g. Master's Degree

(Questions 7 - 9 will reinforce the need for changes with stakeholders. Solidify that this research takes the proper population into account)

18. Do you feel sick when you are exposed to tobacco smoke, certain fragrances, nail polish/remover, engine exhaust, gasoline, air fresheners, pesticides, paint/thinner, fresh tar/asphalt, cleaning supplies, new carpet or furnishings? (By sick we mean: headache, difficulty thinking, difficulty breathing, weakness, dizziness, upset stomach, etc.)
- a. Yes
 - b. No
19. Are you unable to tolerate or do you have adverse or allergic reactions to any drugs or medications (such as antibiotics, anesthetics, pain relievers, X-ray contrast dye, vaccines or birth control pills), or to an implant, prosthesis, contraceptive chemical or device, or other medical/surgical/dental material or procedure?
- a. Yes
 - b. No
20. 12. Are you unable to tolerate or do you have adverse reactions to any foods such as dairy products, wheat, corn, eggs, caffeine, alcoholic beverages, or food additives (e.g., MSG, food dye)?
- a. Yes
 - b. No