

USABILITY TESTING PARTICIPANT PERFORMANCE VS. BENCHMARK FOR SCENARIO 1 TASKS

Participant Performance vs Benchmark										
Task 1: Find out your levels of anxiety for the past 6 weeks										
Steps	Correct Action	P1	P2	P3	P4	P5	P6	P7	P8	Benchmark
Step 1: Open the app.	Tap the TherapyLink icon	X	X	X	X	X	X	X	X	X
Step 2: Find the graphs feature.	Tap the Graphs icon	X	X	X	X	X	X	X	X	X
Step 3: Find the anxiety checkup graph.	Tap the Anxiety Checkup History link	X	X	X	X	X	X	X	X	X
Step 4: Report your most recent level of anxiety recorded in the graph (severity and date).	Find and report anxiety severity for February 12	X	X	X	X	X	X	X	X	X
Taps to Complete Task:		3	3	3	3	3	3	3	6	3
Time to Complete Task (MM:SS):		0:20	0:56	1:41	0:58	1:13	0:26	0:36	1:40	0:13
Task 2: Find information on how to manage anxiety										
Steps	Correct Action	P1	P2	P3	P4	P5	P6	P7	P8	Benchmark
Step 1: Find the information feature.	Use the menu to navigate back to the information feature by tapping the hamburger icon or slide right to show menu	X	X		X	X	X		X	X
	Tap the Back button in the menu	X	X		X	X	X		X	X
	Tap the Information link in the menu	X	X			X	X		X	X
Step 2: Find the anxiety information.	Tap the Anxiety Info button	X	X	X	X	X	X	X	X	X
Step 3: Find the information on how to manage anxiety.	Tap the Managing Anxiety tab	X	X	X	X	X	X	X	X	X
Step 4: Report the first tip on managing anxiety.	Tap the Tips link and report the first tip	X	X	X	X	X	X	X	X	X
Taps to Complete Task:		6	14	6	18	6	37	6	12	6
Time to Complete Task (MM:SS):		0:48	1:43	1:09	1:50	1:15	4:24	0:53	2:03	0:25

Participant Performance vs Benchmark											
Task 3: Add a new entry to your journal											
Steps	Correct Action	P1	P2	P3	P4	P5	P6	P7	P8	Benchmark	
Step 1: Find the journal feature.	Use the menu to navigate back to the information feature by taping the hamburger icon or slide right to show menu	X	X		X	X			X	X	
	Tap the Back button in the menu	X	X		X	X			X	X	
	Tap the Journal link in the menu	X	X			X			X	X	
Step 2: Create a new journal entry.	Tap the (+) button to add a new entry	X	X	X	X	X	X	X	X	X	
	Tap in the Title field and enter "Today was a lot"	X	X	X	X	X	X	X	X	X	
	Tap in the Thoughts field and manually or use the voice-to-text feature to enter, "Today my AP told me that I will be teaching one more section of Algebra in the Spring. I am already overwhelmed with the sections that I have now. I don't know how to tell him that it is going to be too much to manage."	X	X	X	X	X	X	X	X	X	X
	Tap the Next button	X	X	X	X	X	X	X	X	X	
Step 3: Report your feelings.	Tap Pick Items to open the dropdown list of feelings	X	X	X	X	X	X		X	X	
	Tap "anxious" and "overwhelmed" as your options to report your feelings	X	X	X	X	X	X		X	X	
	Tap the Save button	X	X	X	X	X	X	X	X	X	
Step 4: Indicate that there is something you can do to make the situation better, or avoid it from happening in the future.	Tap the Yes button to answer the question, "Is there anything you can do to make the situation better, or avoid it from happening in the future?"	X	X	X	X	X	X			X	
Step 5: Report on what you think can be done to make the situation better.	Tap in the field to write out your thoughts and manually or use the voice-to-text feature to enter, "I can email the AP to schedule a meeting to discuss my concerns, and propose that other tasks be taken off my plate if I am going to teach one more class."	X	X	X	X	X				X	
	Tap the Next button	X	X	X	X	X	X			X	
Step 6: Save the journal entry.	Review the Journal Entry Summary and tap the Save button	X	X	X	X	X			X	X	
Taps to Complete Task:		17	18	18	17	19	15*	9*	13*	15	
Time to Complete Task (MM:SS):		4:07	2:48	6:10	3:23	4:50	4:23*	4:17*	3:10*	3:10	

*Participant was unable to fully complete task.

Participant Performance vs Benchmark										
Task 4: Locate a therapist to schedule an appointment										
Steps	Correct Action	P1	P2	P3	P4	P5	P6	P7	P8	Benchmark
Step 1: Find the resources feature	Use the menu to navigate back to the information feature by tapping the hamburger icon or slide right to show menu	X	X	X	X	X			X	X
	Tap the Back button in the menu	X	X	X	X	X			X	X
	Tap the Resources link in the menu	X	X			X				X
Step 2: Find a therapist in your area from the Therapy for Black Girls Therapist Directory	Tap the Find A Therapist button	X	X	X	X	X	X	X	X	X
	Tap the Therapy for Black Girls Therapist Directory button	X	X	X	X	X	X	X	X	X
	Tap in the Your Location field and enter zip code “33015”	X	X	X		X	X	X	X	X
	Tap the Search button	X	X	X	X	X	X	X	X	X
	Scroll down the screen to find “Nakita Charles” and tap the profile	X	X	X	X	X	X	X	X	X
	Scroll down the screen and report whether she is accepting new clients	X	X	X	X	X	X	X	X	X
Taps to Complete Task:		10	15	11	35	11	13	10	14	8
Time to Complete Task (MM:SS):		2:04	1:42	2:10	3:21	1:43	2:13	1:46	3:14	0:56