

USABILITY TESTING PARTICIPANT PERFORMANCE VS. BENCHMARK FOR SCENARIO 2 TASKS

Participant Performance vs Benchmark									
Task 1: Find out your levels of depression for the past 6 weeks									
Steps	Correct Action	P9	P10	P11	P12	P13	P14	P15	Benchmark
Step 1: Open the app.	Tap the TherapyLink icon	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
Step 3: Find the depression checkup graph.	Tap the Depression Checkup History link	X	X	X	X	X	X	X	X
Step 4: Report your most recent level of depression recorded in the graph (severity and date).	Find and report depression severity for February 12	X	X	X	X	X	X	X	X
Taps to Complete Task:		3	3	5	3	3	3	6	3
Time to Complete Task (MM:SS):		0:48	0:27	0:37	0:31	0:30	0:37	0:44	0:14
Task 2: Find information on how to overcome depression									
Steps	Correct Action	P9	P10	P11	P12	P13	P14	P15	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
	Tap the Back button in the menu					X	X	X	X
	Tap the Information link in the menu					X	X	X	X
Step 2: Find the depression information.	Tap the Depression Info button	X	X	X	X	X	X	X	X
Step 3: Find the information on how to overcome depression.	Tap the Overcome Depression tab	X	X	X	X	X	X	X	X
Step 4: Report the first tip on overcoming depression.	Tap the Tips link and report the first tip	X	X	X	X	X	X	X	X
Taps to Complete Task:		14	12	6	9	6	6	11	6
Time to Complete Task (MM:SS):		1:38	2:14	0:28	1:50	0:45	1:24	1:11	0:20

Participant Performance vs Benchmark									
Task 3: Create a self-care plan									
Steps	Correct Action	P9	P10	P11	P12	P13	P14	P15	Benchmark
Step 1: Find the self-care plan 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
	Tap the Back button in the menu					X	X		X
	Tap the Home link in the menu					X	X		X
	Tap the Self-Care icon	X	X	X	X	X	X	X	X
Step 2: Create a new self-care plan	Tap the Create Plan button	X	X	X	X	X	X	X	X
	Tap the Start Date button	X	X	X	X	X	X	X	X
	Select "March 23, 2020" from the calendar	X	X	X	X	X	X	X	X
	Tap OK	X	X	X	X	X	X	X	X
	Tap the End Date button	X	X	X	X	X	X	X	X
	Select "March 29, 2020" from the calendar	X	X	X	X	X	X	X	X
	Tap OK	X	X	X	X	X	X	X	X
	Tap in the first text entry field and enter "Go to yoga class"	X	X	X	X	X	X	X	X
	Tap in the second text entry field and enter "Have lunch with Ashley"	X	X	X	X	X	X	X	X
	Tap in the third text entry field and enter "Read one chapter of the new book I purchased"	X	X	X	X	X	X	X	X
Step 3: Save the self-care plan.	Tap the Save button	X	X	X	X	X	X	X	X
Taps to Complete Task:		21	23	19	21	21	17	16	15
Time to Complete Task (MM:SS):		2:08	1:57	1:27	1:42	2:47	2:08	1:17	1:17

Participant Performance vs Benchmark									
Task 4: Locate a therapist to schedule an appointment									
Steps	Correct Action	P9	P10	P11	P12	P13	P14	P15	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
	Tap the Back button in the menu				X	X	X		X
	Tap the Resources link in the menu					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
	Tap the Therapy for Black Grils Therapist Directory button	X	X	X	X	X	X	X	X
	Tap in the Your Location field and enter zipcode “28202”	X	X	X	X	X	X	X	X
	Tap the Search button	X	X	X	X	X	X	X	X
	Scroll down the screen to find “Montina Myers-Galloway” and tap the profile	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
Taps to Complete Task:		9	13	7	9	9	9	11	8
Time to Complete Task (MM:SS):		1:24	2:09	1:07	1:26	1:22	1:55	1:30	0:49