CENTERS FOR DISEASE™ CONTROL AND PREVENTION

ARCH Tool Survey
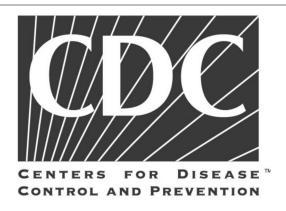
ARCH Usability Assessment

The Centers for Disease Control and Prevention (CDC), is conducting pilot testing of a suite of digital tools for "Assessing the Risk of HIV Acquisition" (ARCH) with three patient populations, men who have sex with men (MSM), persons who inject drugs (PWID), and HIV discordant couples (HDC) to assist in identifying those with indications for PrEP use. Following the webinar, you attended, we asked you to test the app by entering values for fictitious patients. We would like to understand your experience in using the ARCH app. The information collected through this assessment will be used to refine the app.

The assessment should take approximately 15 minutes to complete (range: ten to fifteen minutes). Once you begin the assessment, you will be able to save and continue at a later time.

Thank you in advance for your time and attention to this assessment. If you have any questions, please contact Dawn K. Smith at dsmith1@cdc.gov or 404-639-5166.

ARCH Tool Survey

Thank you for using our app! We'd like to ask you about your impressions of our app to help us better serve you.

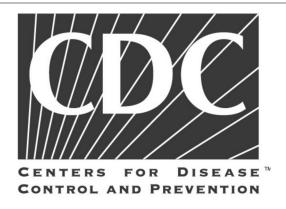1. Organization code (provided in your invitation to complete the survey)

[   ]

ARCH Tool Survey

Background

2. How old are you today? (In years)

[⬍]

3. What is your role in PrEP care?

○ Clinician, PrEP prescriber

○ Non-clinician, PrEP counselor/navigator

4. At birth, what was your gender?

○ Male

○ Female

5. Do you consider yourself Hispanic or Latino(a)

○ No

○ Yes

![CDC logo] CENTERS FOR DISEASE™ CONTROL AND PREVENTION
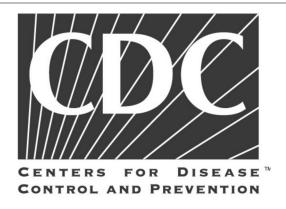
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6. Which race/ethnicity best describes you? (Please choose all that apply.)

○ American Indian or Alaska Native

○ Asian / Pacific Islander

○ Black or African American

○ Hispanic

○ White / Caucasian

○ Multiple ethnicity / Other (please specify)

[   ]

Engagement

7. Is the app engaging to use? Does it use any strategies to increase engagement through entertainment (e.g. through gamification)?

○ Dull, not engaging at all

○ Mostly boring

○ OK, engaging enough to involve user for a brief time (< 5 minutes)

○ Moderately fun and engaging, would involve user for some time (5-10 minutes total)

○ Highly engaging, would stimulate repeat use

8. Is the app interesting to use? Does it use any strategies to increase engagement by presenting its content in an interesting way?

○ Not interesting at all

○ Mostly uninteresting

○ OK, neither interesting nor uninteresting; would engage user for a brief time (< 5 minutes)

○ Moderately interesting; would engage user for some time (5-10 minutes total)

○ Very interesting, would engage user in repeat use

9. Does the app provide/retain all necessary settings/preferences for apps features (e.g. sound, content, notifications, etc.)?

○ Does not allow any customization or requires setting to be input every time

○ Allows insufficient customization limiting functions

○ Allows basic customization to function adequately

○ Allows numerous options for customization

○ Allows complete tailoring to the individual's characteristics/preferences, retains all settings

10. Does it allow user input, provide feedback, contain prompts (reminders, sharing options, notifications, etc.)?

○ No interactive features and/or no response to user interaction

○ Insufficient interactivity, or feedback, or user input options, limiting functions

○ Basic interactive features to function adequately

○ Offers a variety of interactive features/feedback/user input options

○ Very high level of responsiveness through interactive features/feedback/user input options

![CDC logo — CENTERS FOR DISEASE CONTROL AND PREVENTION]

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Functionality

11. Is the app content (visual information, language, design) appropriate for your target audience?

- ◯ Completely inappropriate/unclear/confusing
- ◯ Mostly inappropriate/unclear/confusing
- ◯ Acceptable but not targeted. May be inappropriate/unclear/confusing
- ◯ Well-targeted, with negligible issues
- ◯ Perfectly targeted, no issues found

12. How accurately/fast do the app features (functions) and components (buttons/menus) work?

- ◯ App is broken; no/insufficient/inaccurate response (e.g. crashes/bugs/broken features, etc.)
- ◯ Some functions work, but lagging or contains major technical problems
- ◯ App works overall. Some technical problems need fixing/Slow at times
- ◯ Mostly functional with minor/negligible problems
- ◯ Perfect/timely response; no technical bugs found/contains a 'loading time left' indicator

13. How easy is it to learn how to use the app; how clear are the menu labels/icons and instructions?

- ◯ No/limited instructions; menu labels/icons are confusing; complicated
- ◯ Useable after a lot of time/effort
- ◯ Useable after some time/effort
- ◯ Easy to learn how to use the app (or has clear instructions)
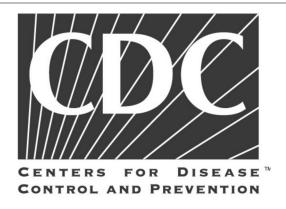- ◯ Able to use app immediately; intuitive; simple

14. Is moving between screens logical/accurate/appropriate/ uninterrupted; are all necessary screen links present?

○ Different sections within the app seem logically disconnected and random/confusing/navigation is difficult

○ Usable after a lot of time/effort

○ Usable after some time/effort

○ Easy to use or missing a negligible link

○ Perfectly logical, easy, clear and intuitive screen flow throughout, or offers shortcuts

15. Are interactions (taps/swipes/pinches/scrolls) consistent and intuitive across all components/screens?

○ Completely inconsistent/confusing

○ Often inconsistent/confusing

○ OK with some inconsistencies/confusing elements

○ Mostly consistent/intuitive with negligible problems

○ Perfectly consistent and intuitive

Aesthetics

16. Is arrangement and size of buttons/icons/menus/content on the screen appropriate or zoomable if needed?

◯ Very bad design, cluttered, some options impossible to select/locate/see/read device display not optimized

◯ Bad design, random, unclear, some options difficult to select/locate/see/read

◯ Satisfactory, few problems with selecting/locating/seeing/reading items or with minor screen size problems

◯ Mostly clear, able to select/locate/see/read items

◯ Professional, simple, clear, orderly, logically organized, device display optimized. Every design component has a purpose

17. How high is the quality/resolution of graphics used for buttons/icons/menus/content?

◯ Graphics appear amateur, very poor visual design - disproportionate, completely stylistically inconsistent

◯ Low quality/low resolution graphics; low quality visual design – disproportionate, stylistically inconsistent

◯ Moderate quality graphics and visual design (generally consistent in style)

◯ High quality/resolution graphics and visual design – mostly proportionate, stylistically consistent

◯ Very high quality/resolution graphics and visual design - proportionate, stylistically consistent throughout

18. How good does the app look?

○ No visual appeal, unpleasant to look at, poorly designed, clashing/mismatched colors

○ Little visual appeal – poorly designed, bad use of color, visually boring

○ Some visual appeal – average, neither pleasant, nor unpleasant

○ High level of visual appeal – seamless graphics – consistent and professionally designed

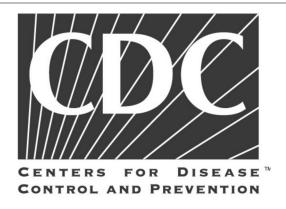○ Flawless - Very attractive, memorable, stands out; use of color enhances app features/menus

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Information

19. Does app contain what is described?

- ◯ Misleading. App does not contain the described components/functions.

- ◯ Inaccurate. App contains very few of the described components/functions

- ◯ OK. App contains some of the described components/functions

- ◯ Accurate. App contains most of the described components/functions

- ◯ Highly accurate description of the app components/functions

20. Does the app have specific, measurable and achievable goals (specified in description or within the app itself)?

- ◯ N/A Description does not list goals, or app goals are irrelevant to research goal (e.g. using a game for educational purposes).

- ◯ The app has no chance of achieving its stated goals

- ◯ Description lists some goals, but app has very little chance of achieving them

- ◯ The app has clear goals, which may be achievable.

- ◯ The app has clearly specified goals, which are measurable and achievable

- ◯ The app has specific and measurable goals, which are highly likely to be achieved

21. Is app content correct, well written, and relevant to the goal/topic of the app?

○ N/A There is no information within the app

○ Irrelevant/inappropriate/incoherent/incorrect

○ Poor. Barely relevant/appropriate/coherent/may be incorrect

○ Moderately relevant/appropriate/coherent/and appears correct

○ Relevant/appropriate/coherent/correct

○ Highly relevant, appropriate, coherent, and correct

22. Is the extent coverage within the scope of the app; and comprehensive but concise?

○ N/A There is no information within the app

○ Minimal or overwhelming

○ Insufficient or possibly overwhelming

○ OK, but not comprehensive or concise

○ Offers a broad range of information, has some gaps or unnecessary detail; or has no links to more information and resources

○ Comprehensive and concise; contains links to more information and resources

23. Is visual explanation of concepts – through charts/graphs /images/videos, etc. – clear, logical, correct?

○ N/A There is no visual information within the app (e.g. it only contains audio, or text)

○ Completely unclear/confusing/wrong or necessary but missing

○ Mostly unclear/confusing/wrong

○ OK but often unclear/confusing/wrong

○ Mostly clear/logical/correct with negligible issues

○ Perfectly clear/logical/correct

24. Does the app come from a legitimate source (specified in app store description or within the app itself)?

○ Source identified but legitimacy/trustworthiness of source is questionable (e.g. commercial business with vested interest)

○ Appears to come from a legitimate source, but it cannot be verified (e.g. has no webpage)

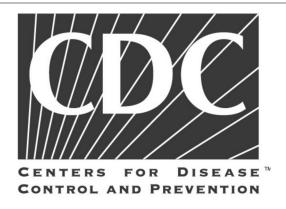○ Developed by small NGO/institution (hospital/center, etc.) /specialized commercial business, funding body

○ Developed by government, university or as above but larger in scale

○ Developed using nationally competitive government or research funding (e.g. CDC, NIH)

25. Has the app been trialed/tested; must be verified by evidence (in published scientific literature)?

○ N/A The app has not been trialed/tested

○ The evidence suggests the app does not work

○ App has been trialed (e.g., acceptability, usability, satisfaction ratings) and has partially positive outcomes in studies that are not randomized controlled trials (RCTs), or there is little or no contradictory evidence.

○ App has been trialed and outcome tested in 1-2 RCTs indicating positive results

○ App has been trialed and outcome tested in > 3 high quality RCTs indicating positive results

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App subjective quality

26. Would you recommend this app to people who might benefit from it?

○ I would not recommend this app to anyone

○ There are very few people I would recommend this app to

○ There are several people whom I would recommend it to

○ There are many people I would recommend this app to

○ I would recommend this app to everyone

27. How many times do you think you would use this app in the next 12 months if it was relevant to you?

○ None

○ 1-2

○ 3-10

○ 10-50

○ >50

28. Would you pay for this app?

○ Yes

○ No

○ Maybe

29. What is your overall star rating of the app?

One of the worst apps I've used		Average		One of the best apps I've used
★	★	★	★	★

ARCH Tool Survey

Final Comments

Please tell us what changes would improve the usability of each of the three tools in the ARCH app for your patient population

30. MSM risk tool

31. PWID risk tool

32. HIV Discordant Couple risk tool

33. Any other part of the ARCH app