Interview Protocol:

ACT Compass ~Mental Health App

*WellCompass.LLC*

Participant Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Session Date/Time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Session Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Preparing for the Interview Sessions

Before each interview session, the moderator will:

* **Set up** in a quiet location with:

1. A printed interview protocol

2. Qualified participant list

3. Computer

4. Pen

* 5 minutes before session, **start the session capture software.**
* 3 minutes before session start time, **join the Hangout** and note if participant is there. If participant is not there at the start of the session the moderator will contact Jane (or another MeetingsNow employee designated as a project contact), so he/she can track down the interviewee and get them on the Hangout.

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| Session Introduction (4 minutes)   |  | | --- | | Welcome and thanks for participating in this research study. My name is Mizuho, and I’ll be facilitating our session today.  Note that participation in today’s session is entirely voluntary; you may leave at any time.  Everything you share today is confidential and will not be shared with anyone outside of WellCompass.LLC. We will only receive the aggregate results of these conversations.  The only time we would break confidentiality is if you tell us about something that puts someone at risk, for example, this often looks like a WellCompass employee saying something that would lead us to recommend they pursue an ergonomics evaluation for their desk.  We'll send you some massage credits or a perks code as a thank you for your time, and those are yours even if you choose to leave.  Did you complete the consent form sent by WellCompass? The form is located at WellCompass.com/consent; if you haven’t completed the form yet please take a minute to do so and we’ll resume after you have signed the consent form.  *[Participant indicates form is already signed or signs form]*  Great, then let’s get started.  Today you’ll be helping us evaluate WellCompass Mental Health App.  During our ½ hour session today, I’ll ask you questions about your usage and thoughts about these services.  Please remember that we are interested in your honest experiences and opinions and WellCompass will not identify or evaluate you based on this feedback.  Do you have any questions before we get started?  *[Answer any questions.]* | |

First off, think about your last work week. How stressed were you?

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How frequently do you use your smartphone?

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| Ok, we are going to start with some questions about your experience with mental health professionals, then we’ll move to questions about the Mental Health Apps and finally questions about unmet needs. |

General Mental Health Questions (5 minutes)

1. Please describe when you have problems with your mental health.

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2. Please describe your experience with seeing professionals.

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3. What do you like about seeing professionals?

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4. What do you dislike about seeing professionals?

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**Time permitting:** 5. What do you do for your mental health besides seeing a professional?

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| Thanks. Now we’ll move on to some questions about the Non-zoom conference platforms. |

Mental Health App Questions (5 minutes)

1. What are the most frequent tools you use when using any mental health app? What features are you using?

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2. Please describe the reasons for using mental health apps.

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3. How satisfied are you with mental health apps?

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4. What do you like most about mental health apps?

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5. What do you like least about mental health apps?

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**Time permitting:** 6. How easy are mental health apps to use? Why?

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**Time permitting:** 12. What tools of mental health apps are complex for you to use?

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| Thanks. Now we’ll move on to a new mental health app. |

ACT Compass Questions (10 minutes)

1. What are you hoping for from ACT Compass?

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2. What features of ACT Compass help improve your mental health?

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3. How satisfied are you with ACT Compass?

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4. What do you like most about ACT Compass?

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5. What do you like least about ACT Compass?

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**Time permitting:** 6. How easy is ACT Compass to use? Why?

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**Time permitting:** 12. What tools of ACT Compass are complex for you to use?

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**Time permitting:** 13. How likely are you to recommend mental health apps to a friend or colleague? [If it was a negative answer, try to ask “why not?”]

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| Thanks. Now we’ll move on to unmet needs questions. |

Unmet Needs Questions (5 minutes)

1. What are the important features ACT Compass is missing?

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2. What kind of changes would you like to see in ACT Compass to enhance your satisfaction level?

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3. What are some other aspects ACT Compass can improve?

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| Thanks. Now just a final question or two before we conclude. |

Wrap-up Questions (1 minute)

**Time permitting:** What else comes to your mind when thinking about mental health apps?

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**Time permitting:** What else would you like to share related to mental health?

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| Thanks so much for helping us out. We value your input! |