

## **NWD Pilot of Integrated Screening Tool Speak Aloud Protocol**

Thank you for agreeing to participate in this interview today. First I'll tell you a little about the project and what we'll be doing today.

As you may know, the NWD project is interested in developing a screening tool for your clients and clients at other agencies in the Baltimore area, in order to screen more effectively for mental health, substance use, and sexual health concerns. Your feedback today will help us make sure that the tool we develop is effective and easy to understand.

Think of a recent client that you have seen. Please don't tell me the name or identifying information for that client, just picture them in your head. Have you done that? Great, next I will read the instructions and then ask you to read each question out loud and answer them out loud as if you were that client, just like your client would if he or she were responding to a survey.

The reason for doing this is to understand how the questions are working – this is called a “Cognitive Interview.” To help us with this process, I would like to ask you to think aloud when you answer each question—to think aloud as much as possible.

Sometimes I will remind you to think aloud as you answer a question and I might even ask you to explain something that you say so we can learn what you are thinking about for each question.

Our purpose here is to learn about your understanding of the question, not about understanding your responses. Please remember that I do want to hear all of your opinions and reactions. Do not hesitate to talk about something that is unclear, difficult to answer, or does not apply to you.

Do you have any questions before we begin? Let's start with a couple of practice questions.

*Practice Question 1.* How many windows are there in the place where you live?

*Practice Question 2.* How difficult was it for you to get here to do the interview today?

Very difficult, somewhat difficult, a little difficult, or not at all difficult?

*Give feedback:* “Great! That is just what we are looking for. (**Or** Good, just remember to ‘speak out loud’ anything that comes to your mind.) Now let's take a look at the questions we are testing.”

I will read the directions and then you can begin by reading the first question, and remember to think aloud as you decide and select a response.

*Remember:* You are testing the questions/instructions, not the user. Probe the processing system, not the answer.

- “What are you thinking?”
- “Okay”/Nod
- “Keep talking”
- They may ask questions at any point in the process, but you may not answer them.
- If asked what something means: What do you think it means?