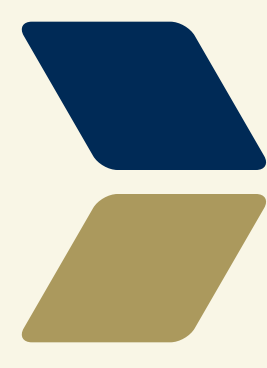
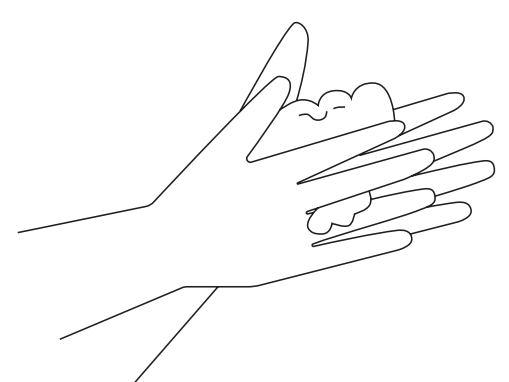
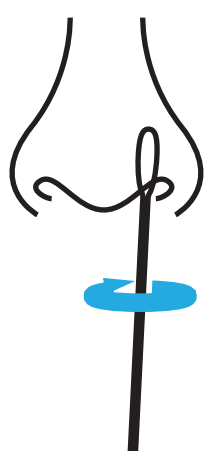
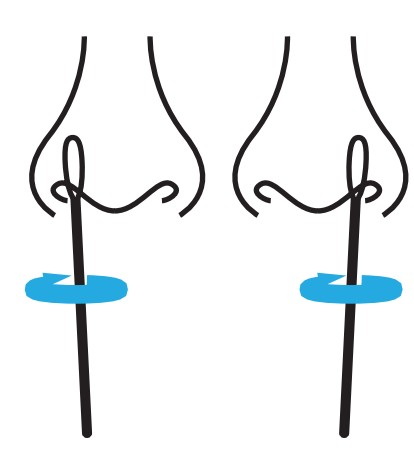
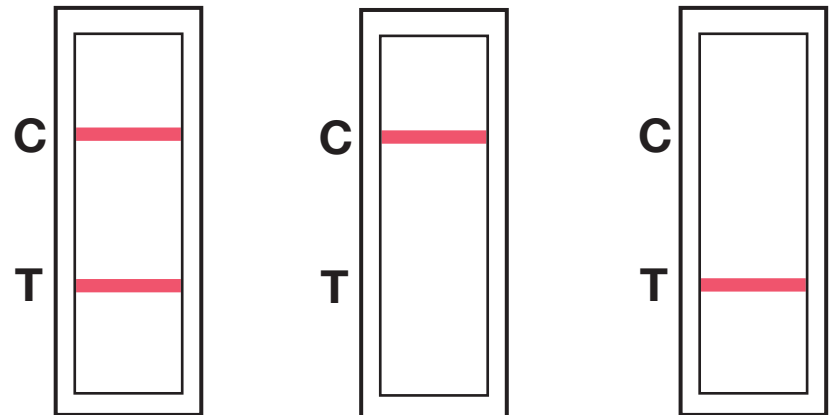
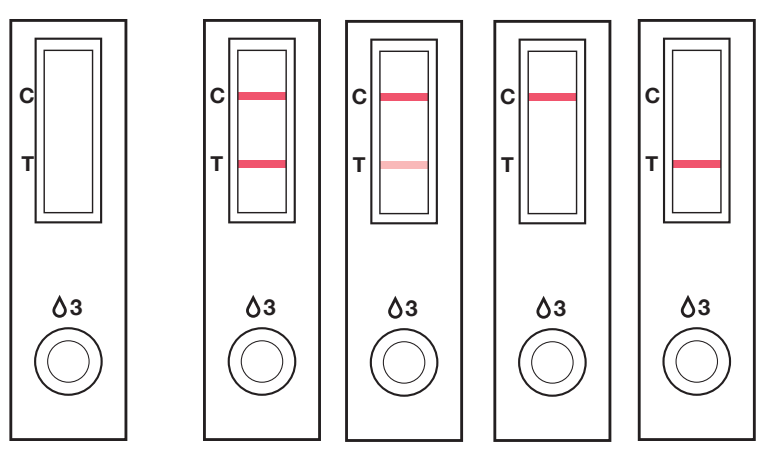


Instructional Design

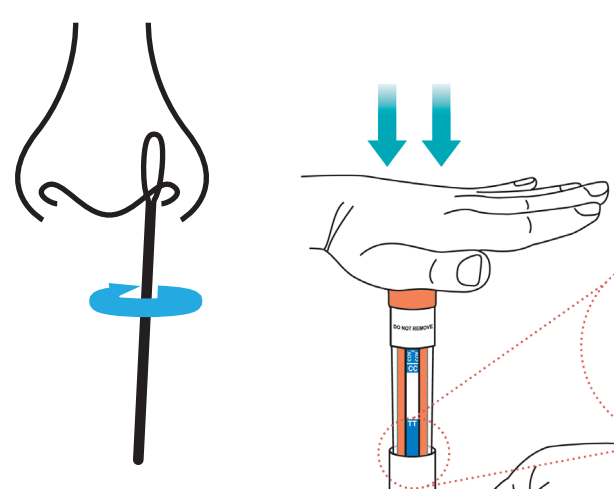


How well-designed instructions can reduce user errors

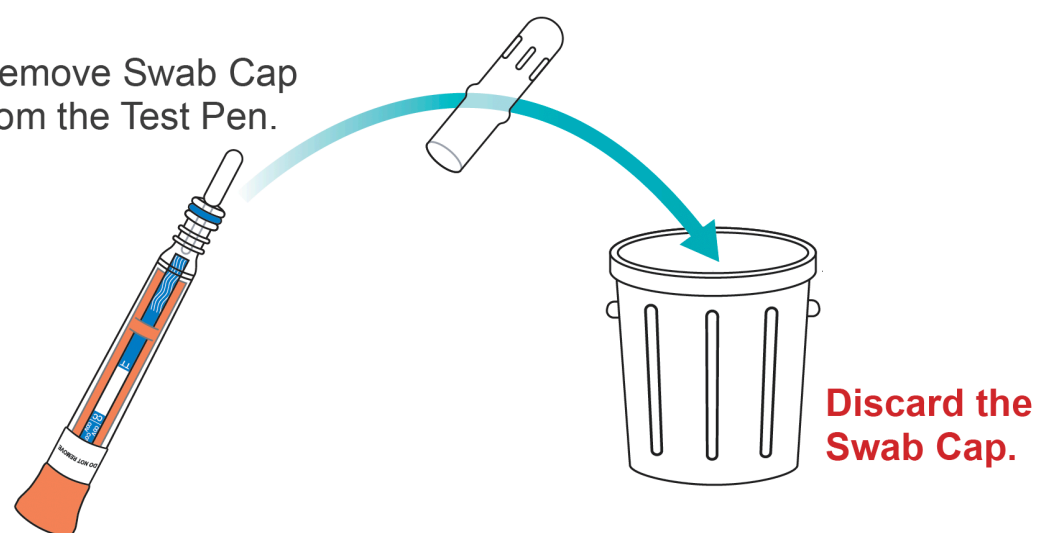
Common User Errors	What Doesn't Work	What Works
Failure to wash or sanitize hands	No image, instruction not included as its own step in the protocol.	Image shows action and instruction is listed as a step in the protocol. 
Failure to swab both nostrils	Image shows only one nostril being swabbed.  Warning is not included.	Image shows both nostrils being swabbed.  Warning is included.
Bypassing steps	Step has multiple actionable tasks that are lumped together without differentiation.	Each step contains only a single actionable task.
Incorrect interpretation of results	Subset of possible results are shown to the user. 	All possible results are shown, including the possibility of faint lines. 

Show, Don't Just Tell

Include graphics that depict orientation, movement, or action to support a user's ability to correctly complete a step.



2 Remove Swab Cap from the Test Pen.



Scan to Learn More!



Considering Multiple Modalities

Providing instructions in multiple modalities (printed, digital, video, app-based) allows users to select the format that best suits their needs. Digital instructions should be screen reader accessible and videos should include closed captioning and adjustable playback speed.

In order to ensure success, instructional materials should provide clear, straightforward, and visually supportive guidance to users.