



INSTRUCTIONS FOR THE FITBIT SATISFACTION QUESTIONNAIRE (FSQ) FORM

I. General Instructions

The Fitbit Satisfaction Questionnaire (FSQ) is completed for all participants who were enrolled in the Fitbit Study, including participants who have withdrawn from the study. The survey may be collected at any point after the participant has been enrolled for 3 or more months. The FSQ form collection should not align with Fitbit adherence or technology support calls, unless the participant chooses to withdraw while on the call. Staff may collect this form during calls with participants asking general questions about the study as long as these occur after 3 months of enrollment in the Fitbit Study.

A call to a participant to complete the FSQ form should not be documented in the Fitbit Support Log (FBT) unless the participant asks another question on the call that may warrant documentation in the FBT. Examples and definitions of the classifications of questions that a participant may ask and should be documented can be found in the FBT QxQ on the ARIC website.

If a participant does not pick up when an FSQ collection attempt is made, a voicemail should be left requesting a return call. The FSQ form may be marked as missing in CDART if 2-3 call attempts are made with no response.

II. Detailed Instructions for Each Item

0a. Enter the date the form was completed.

0b. Enter the staff code of the person who completed this form.

1. Ask whether the participant is still wearing their Fitbit watch or is planning to wear it again in the future.

1a. Record any comments the participant wishes to relay regarding positive or negative experiences using the Fitbit.

2a-2e1. Read the following script: "Next, I'm going to ask about possible reasons why you continue to wear the Fitbit watch. For the questions about the features of the Fitbit watch, please tell me which features you like (i.e., find useful). Answer strongly agree, agree, neutral, disagree, or strongly disagree to each question."

Record each response to questions 2a-d using the Likert scale response options. For question 2e1 enter any additional comments the participant has on features they like about the Fitbit.

3. Ask if the participant has been satisfied with the technology support they are receiving [received] from the ARIC team for their Fitbit watch. *Use past tense if the participant already withdrew from the study.* Provide the participant with response options (Yes, Somewhat, No, I have not required any technology support from the ARIC team).

3a. Ask the participant if there is something we can do better [could have done better] to support their continued use of the Fitbit watch? *Use past tense if the participant already withdrew from the study.* Record any response.