Hello \_\_\_\_\_\_\_\_, my name is \_\_\_\_\_\_\_\_\_ and welcome to our testing session. Today we’ll be testing a design solution related to the way we travel. During the course of this session I’ll be asking a few questions and assigning a couple of tasks to do on your smartphone to explore the functionality of the design to make sure they are operational. The goal of this is for research purposes so there’s no right or wrong answer. Please provide your honest opinion as your expectation and experience would help us a lot for better evaluation of our design solution. Some of my associates may be observing and taking notes, but you and I will be the only ones interacting during the session.

I’ll begin with a few demographic questions. I understand these are personal so please answer whatever you feel comfortable with.

* What is your current age?
* What gender do you identify as?
* What area do you currently live in?
* What is your current education level? (GED, High School, in college, graduate)
* What field are you currently working in?
* What is your primary mode of transportation?
* Do you use any other modes of transit?
* Have you used a similar application before?

Now I have a list of tasks for you to complete using our solution. But before interacting with anything here, take a look at design for a few moments. What do you think the purpose of this solution is? Does anything immediately catch your attention? While you’re doing the tasks I may ask some short questions. I’d like for you to complete them without my assistance.

Task 1: Create an account to use the service and login.

Task 2: Find the greenest possible route from our current location to the City Hall.

1. What information do you expect to find after clicking on the (bus/train/subway/bicycle/car) icon?

Task 3: Check the public transit schedule for that route.

Task 4: You have been given reward points, redeem them for a free Day-pass.

1. How would you change the rewards page?

Task 5: Sign up for the “Clean up the city” event.

Task 6: Report a Maintenance issue at your current location with a picture.

1. How do you feel about how the form page is structured?

Task 7: Turn on Notifications for the application.

1. What kind of notifications would you expect/prefer to receive from this application?