STUDY SCRIPT

Hi professor, this is group tecno. Do you mind telling us a little bit about yourself?

Today, we will be looking at some pre-release software of Novel Neighbors. This software is early and not completely functional. We are testing the usability and you are similar to the people we expect to use our products so we will like to hear your thoughts on what you think we can improve and what you like about the software.

In the context of this research we will ask you to perform certain tasks as well as acquire some information about you. …………((gesture at CONSENT FORM))……….. We have a consent form showing these. We ask that you read it carefully and if you have no questions sign as indicated. ((Consent is acquired))I’ll turn my camera on and start recording now.

Please remember we are not testing you nor your abilities.

What we are asking you to do today is “test drive” this software by attempting to complete some typical online library tasks. Before we begin i'll like to ask you a few questions(((BEFORE INTERVIEW QUESTIONS))) and then after I’ll like for you to tell me when you are ready to start the tasks for the app.

When we begin, I’d first like you to read the task out loud and then tell me when you are ready to start each task. When you are finished, you will let me know by raising your hand. As you perform these tasks, we would like you to think out loud. I can do a little demonstration for you. ((demonstration with what you have on hand))

If you don’t have any questions we can start with the tasks…

Professor prompt~~~~~~~~~>You are <FIRST NAME, LAST NAME>. You work as <JOB TITLE> for <COMPANY> OR <ROLE TITLE> at <LOCATION>.

You need to <TASKS>, FOR/BECAUSE/ DUE TO <MOTIVATION TO DO TASKS>

Task 1

You need to try adding a book to cart for a rental or purchase so you can get the book delivered or picked up

<DATA TO DO THIS TASK>

User starts on home screen

User toggles on screen and clicks a book on the home page or goes to search

User types in the book they are searching for

User clicks on the purchase or rent icon and adds book to cart

User is led to cart

User decides on purchasing or renting the book for a number of days

User completes checkout process

Task 2

You need to try to join the communities page

<DATA TO DO THIS TASK>

User starts on home page

User toggles mouse and selects communities in the top menu line  
User clicks on communities

User toggles mouse to right side of the communities page

User clicks on join community and is now in the community

\*\*\*\*\*Task 3 \*\*\*\*\*

You can try getting help for the solution to an issue

<DATA TO DO THIS TASK>

User starts on home screen or bookview screen

User toggles mouse to top menu bar

User clicks on help

User decides on the type of support they need

Interview Questions

**Before:**

* Are you familiar with any other library websites that allow you to rent/buy/exchange books?
* In your opinion, what’s the most important feature when it comes to buying/renting/exchanging books?

**During:**

* What is your initial impression when looking at our website?
* While browsing our website did anything stand out to you that you haven’t seen on similar websites?

**After:**

* If there was one thing you would like to change about our website, what would it be?
* After navigating through our website, would you recommend it to your peers?
* While navigating through our website did you find anything that was unclear or confusing?
* Was there anything you were expecting or hoping to see on our website that wasn’t there?

Consent Form

**Date:** March 20, 2024

**Study Name:** Novel Neighbours

**Researchers:** Murtii Adem, Bushra Banuso, Nathan Nguyen, Justin Nadela

**Purpose of the Research:**

Novel Neighbours is designed for users who are interested in renting, buying, and exchanging books. While also featuring community FAQs that allow interactions with fellow readers.

**What You Will Be Asked to Do in the Research:**

As a participant, you will be expected to make an account and browse through our website and you will have an opportunity to rent, purchase, or exchange books.

**Risks and Discomforts:**

We do not see any risks or discomforts from your participation, but please take precautions when sharing your personal information and interacting with other users.

**Benefits of the Research and Benefits to You:**

The participants will gain access to a large inventory of books and can join a community of fellow book lovers. We will help create a fun and supportive environment for all book lovers.

**Voluntary Participation:**

Your participation to join this study is completely voluntary and you always have the choice to opt out of participating at any given time. If you decide not to volunteer this will not influence your [treatment you may be receiving] [nature of the ongoing relationship you may have with any of the researchers or the study staff].

**Withdrawal from the Study:**

You may opt out of participating in the study at any given time for any reason. The decision to not participate will not affect your ability to rent, buy, exchange, or interact with the community FAQs on the Novel Neighbours.

**Confidentiality:**

The confidentiality of our participants and users is very important to us, any information that is provided during your participation will be held privately. None of your personal information will appear in any of our public spaces without your knowledge or consent. Data from this study will be stored securely and reviewed to ensure that we can continue to improve our website.

**Questions About the Research?**

If you have any questions about Novel Neighbours or your participation in our study, please feel free to contact us at Thenovelneighbours@gmail.com.

**Legal Rights and Signatures:**

I [fill in your name here], consent to participate in the following study of [Novel Neighbours], operated by [Murtii Adem, Bushra Banuso, Nathan Nguyen, Justin Nadela]. I have understood and complied with participating in this study and wish to proceed. I am not waiving any of my legal rights by signing this form.

**SIGNATURE:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **DATE:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**PARTICIPANT**

**SIGNATURE:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **DATE:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**RESEARCHER**

**WALKTHROUGH**

**https://drive.google.com/file/d/19Qv2Aqfa9bj4CDHkh9SpkddkLU1qLbP6/view**