Facilitator Script

[ ] Create Recording Session Project

[ ] Reset Browser to Initial State (Authorized Participant: Make sure to set up Scenario 1 in desktop browser and Scenario 2 in tablet).

Hi, _____. (I'm Gabriel Roth, I'll be walking you through this session today. While we're working together on the session, I be taking some notes. For this session, I'll be working from a script to ensure that my instructions to everyone who participates in the study are the same. I know it might seem and sound a little strange, but there is a lot of information and I want to be sure everyone gets the same instructions.

[ ] Confirm/collect signed the Informed Consent form

[ ] Confirm/collect Pre-Study Questionnaire

Do you have your Informed Consent form and the Questionnaire I sent to you? If you don't have it complete, it's okay, we can do that right now.

You may already have an idea of why we invited you here, but let me go over it again briefly. We're asking people to try using a web site that we're working on so that we can see whether the interfaces will work as intended.

I do want to be clear that we are testing the site, not you. You can't do anything wrong here. In fact, this is the one place today where you don't have to worry about making mistakes.

During the session, I will ask you to use the prototyped web site to do a variety of activities and will observe you as you do them. As you are working through each activity, please try to think out loud: try to describe what you are looking at, what you're trying to do, and what you are thinking. We will be taking notes, and the session will be recorded to keep our notes accurate.

Please don't worry that you're going to hurt our feelings. We're all here today to learn what we can improve on the site. Please be honest in your feedback – I need to know exactly what you think, not what you think I want to hear.

If you have any questions during the session, just ask them out loud. I may not be able to answer them right away, since we're interested in how people do when they don't have someone sitting next to them to help. But if you still have any questions after the session is over, I will do my best to answer them then.

Our session together should take about 30 minutes. After our session is over, you are invited to chat more with our team (and enjoy some refreshments).

[ ] Prepare the screen recording for start of task

Here's how the session will work

On the table in front of you, there is a paper, face down, that will have some activities I want you to do.

You'll do the activities one at a time. You are welcome to read the activity out loud, or not. Please don't read ahead to other activities, and please don't skip activities.

When you have read and understood the activity (and take the time you need to do so), let me know by saying "I'm ready to start."

When you feel that you have completed the activity, say out loud "I'm done".

After each task you'll answer a couple of questions about your experience doing that activity.

Do you have any questions before we get started?

[ ] Start Screen recording for Session

Go ahead and flip over the paper in front of you. You may read the first scenario description and then the Pre-Activity. Again, when you have read the activity and are ready to begin, let me know by saying out loud "I'm ready to start".

<**Test Session Commences**>

That concludes our test session today.

[ ] Stop Recording Session

We appreciate your time and participation today.