1. Introduction

Welcome, and thank you for joining us today! We're excited to introduce you to *Pickup*, an app designed to make it easier than ever to find people to play basketball with. Whether you're looking to join a casual game at a nearby park, meet new people in the basketball community, or organize a competitive match with friends, *Pickup* is here to help you connect with others who share your love for the game.

Today, we'll be conducting a usability interview to learn more about your experience with *Pickup*. We want to understand how easily you can navigate the app, find games or players, and explore all the features that make basketball meetups simple and accessible. Your insights will be incredibly valuable in helping us refine the app to better meet the needs of players like you. *Remember* we are always watching you **(creepy face)** but also we are not testing you but our app.

1. Background

    a. First, let me ask you a few questions about your previous experience about trying to set up game times.

    b. What things could be improved? Do you use online or offline solutions?

    c. What sports do you play?

    d. What video games do you play?

    e. What other collaborating hobbies do you have?

    f. Do you normally use a laptop or phone to access the internet?

    g. How much free time do you typically have in a week?

3. Tasks

1. Make an account: You just installed the app and want to make an account so you can personalize your search and content recommendations that you receive.

    a. Task completed successfully: ☐ Yes ☐ No

b. On a scale from 1 to 5, where 1 is "Very Difficult" and 5 is "Very Easy", how would you rate completing this task on this prototype? Why?

2. Create an Event: It's the weekends, you are done with your homework and your daily routines. You soon got bored of watching TV and wanted to find some people to play with and meet some new people at the same time.
   a. Task completed successfully: ☐ Yes ☐ No
   b. On a scale from 1 to 5, where 1 is "Very Difficult" and 5 is "Very Easy", how would you rate completing this task on this prototype? Why?

3. Join an Event: You found an event post on the app that you really liked and wanted to join the event.
   a. Task completed successfully: ☐ Yes ☐ No
   b. On a scale from 1 to 5, where 1 is "Very Difficult" and 5 is "Very Easy", how would you rate completing this task on this prototype? Why?

4. Filter/Search for an event: Since there are a lot of different events posted by different people, you want to filter your search so that only the categories that you are interested in shows up
   a. Task completed successfully: ☐ Yes ☐ No
   b. On a scale from 1 to 5, where 1 is "Very Difficult" and 5 is "Very Easy", how would you rate completing this task on this prototype? Why?

4. Debrief:
- In an overall sense how did you enjoy the app from 1-5?
- If you were going to look for a pickup game would you consider using our app? Explain? If not, which app would you use?
- What was most difficult for you? Explain?
- Would you recommend it to your friends? explain?
- What was your favorite feature?
- What additional features would you like to see?

- How was the look and feel?
- If you could become the CEO of this app, what would you change?
- Anything else you'd like to share that wasn't already stated.