# Reverse Sort Moderator script

Like I said when I met you in reception, my name is [\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_] and I’ll be running this session with you today.

First of all, thanks for agreeing to come in. I really appreciate it. We should be here for about [half an hour] today.

If you don’t mind, I’m going to read the next couple of things from my script to make sure I cover everything.

This company is redesigning [site name] and as part of the process we want to make sure that real users – people like you – can find the information they need on the site.

I will give you a set of cards with tasks on them, and I’d like you to show me where you think you would find them from this list of locations *[Point to the top-level hierarchy index card on the table]*. If there are more options for each location, I’ll show them to you. If you change your mind after seeing an option, you can back up. Once you are done with each card, you can decide which of these places to put it, *[Point to the four “Found It” etc. grouping cards on the table]* based on your experiences.

There are no right or wrong answers. I’m just interested in where you think the items belong. I’m doing this with lots of different people, and the results will help us design the structure of the site.

There’s one thing you can do that will really help me as we go though the session today. I’d like you to think out loud. By that, I mean while you are choosing locations for the cards, I want you to tell me what you’re thinking as you go along. For instance if anything seems hard to place, or if you are trying to work out where something goes, say those things out loud.

So, let’s get started. Remember, I’d like you to tell me where you think each of these cards belongs, and to think out loud as you do so. Here’s the stack of cards. *[Hand cards to participant]* If you’re ready, let’s get started.

*[After reverse sort, when all cards are stacked next to one of the grouping cards]*

Now I’d like you to tell me about the cards you placed in these piles.

* Let’s look at the cards you put in the terminology group. Can you tell me what the issue was with them? *[At this point, participant can compare all terminology cards at once for patterns. It helps if you spread them on the table]*
* And the ones you put in the Give Up group – what were the issues with these? *[At this point, participant can compare all terminology cards at once for patterns. It helps if you spread them on the table]*

Thank you. Your feedback has been very helpful. Do you have any questions for me about what you just worked with?

OK, we’re finished. As a way of thanking you, I’d like to give you a gratuity. Can you please check that this is the correct amount, and then sign for it? *[Hand participant gratuity envelope and receipt sheet]*

Thanks once again. If you’re ready I’ll take you back out to reception *[Check that participant has their belongings before they leave]*

- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -

Feel free to change the wording of this script so that it sounds natural when you say it. However, remember not to use words like “test,” “subject,” or “evaluate.”

You may also need to change the wording of the gratuity section based on the type of gratuity that you are offering.