

General Instructions

Remember, this study is totally voluntary.

Although we don't know of any reason for this to happen, if you become uncomfortable or find this objectionable in any way, feel free to quit at any time.

We're testing the product, not you.

You're helping us by trying out this product. We're looking for places where the product may be difficult to use. If you have trouble with some of the tasks, it's the product's fault, not yours. Don't feel bad; that's exactly what we're looking for. If we can locate the trouble spots, then we can go back and improve the product.

Think Aloud

We have found that we get a great deal of information from these informal observations if we ask people to think aloud as they work through the exercises. It may be a bit awkward at first, but it's really very easy once you get used to it. All you have to do is speak your thoughts as you work.

You can perhaps think of this as "talking to yourself" about what's going on – what you are thinking about, what you are looking for on the screen, why you're looking for it, what you expect to see and to happen next, and so on. If you forget to think aloud, we'll remind you to keep talking.

Completing the Tasks

You will be asked to complete a number of tasks. Read the task out aloud. When you think you understand the task please say 'Ready'. We will then ask you to start the task. When you have finished please let us know by saying 'Finished'. We may ask you to start the next task before you have finished your current task.

When this happens, it does not mean that you have failed to complete the task. Sometimes we have learned all we need about how the product works for that task. We would rather go on to the next task than to waste your time.

Questions?

If you feel you need help with something, please raise your hand and we will attempt to answer your question.