Script

Hi, My name is \_\_\_\_\_\_\_\_\_\_\_, and I’m going to be the facilitator of today’s session.

Before we start, I have some info for you, and I will read it out to you to make sure that I cover all grounds.

For today’s session, we’re asking people to try using a Web server prototype that we’re working on so we can see whether it works as intended. The session should take a few minutes.

The first thing I want to make clear right away is that we’re testing the design of the web server, not you. You can’t do anything wrong here.

As you use the site, we will need you to try to think out loud: like what you’re looking at, what you’re trying to do, and what you’re thinking.

Also, please don’t worry about potentially hurting our feelings. We’re doing this to improve the site, so we need your honest opinions.

If you have any questions as we go along, please ask. And if you need to take a break at any point, just let me know.

You may have noticed that we are currently in a Microsoft Teams meeting. We’re going to record what happens on the screen and our conversation. The recording will only be used to help us figure out how to improve the site, and it won’t be seen by anyone except the people working on this project.

Also, there is one other person from the Web design team observing this session. They can’t see us: they can only see the screen.

Do you have any questions so far?

OK. Before we look at the site, I’d like to ask you just a few quick questions.

First, what is your college major?

Now, roughly, what are your plans after you graduate college?

Are you familiar with LeetCode?

OK, great, now we can start looking at the prototype.

First, I’m going to ask you to look at this page. What strikes you about it, What do you think you can do here, and What do you think it’s for.

You can scroll if you want to, but don’t click on anything yet.

Now I’m going to ask you to try doing some specific tasks.

And again, as much as possible, it will help us if you can try to think out loud as you go along.

ASK SCENARIOS

Thanks, that was very helpful.

Now I’m just going to see if the other member of the team has any follow-up questions they’d like to ask.

AFTER FOLLOW UP QUESTIONS

Do you have any questions for me, now that we’re done?

Okay, thank you for your time!