

Introduction

(Following informed consent...) Thank you for agreeing to participate. For the next 30 minutes, we will be looking at a website to gain insight into how you would use it and how to make it easier to use. Keep in mind though, that this is not a test of you, we are evaluating the website.

We will be video recording this interview for note-taking purposes so I can go back and review it in case I missed anything. At the end of the study, we will delete the recording. Your name and any other personal information will not be included in the notes and will be kept strictly confidential.

While you use the website, I would like you to “think out loud” and let me know what you are doing and thinking – what you like and dislike, what surprises or confuses you, and any other thoughts you have.

Do you have any questions before we begin?

Background

1. First, let me ask you, have you had any previous experience using security camera systems in the past.

Websites:

Apps:

Priorities :

2. (If they have used websites) Are there any other features you would have liked to have with this application? If so, what would they be?

Task 1

Imagine, you just received a new camera in the mail. You have been waiting to get this camera for some time. After you have set up your camera in your desired location, you want to be able to access its new feed through our website. How would you go about doing that ?

On a scale of 1 to 5, where 1 is “Very difficult” and 5 is “Very easy”, how would you rate your ability to do this task?

Task 2

When you were away on vacation your neighbor mentioned somebody came by looking for you and was snooping around. You want to check a recording from your back porch security cameras taken on 03/22/2022. Please try and find that recording.

On a scale of 1 to 5, where 1 is "Very difficult" and 5 is "Very easy" how would you rate the ease of finding the specified recording.

Task 3

Somebody comes to your front door while you're home but you're too busy to come to the door. How would you go about finding out who was at your door?

On a scale from 1 to 5, where 1 is "Very difficult" and 5 is "Very easy" how would you rate this task

Wrap-up

In general, what did you **like most** about your experience setting up the security cameras, and accessing their information?

What did you **dislike** most about it?

If you could add any features to the website, what would you add and why?

Do you have any other thoughts or ideas about the website in general?

Thanks!