Protocol - Speed Climbing

Introduction

Thank you for agreeing to participate. For the next 40 minutes, we will be looking at an interface 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 application.

We will be taking notes during this process. Your name and any other personal information will not be included in the notes and will be kept strictly confidential.

While you use the interface, we would like you to "think out loud" and let us 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?

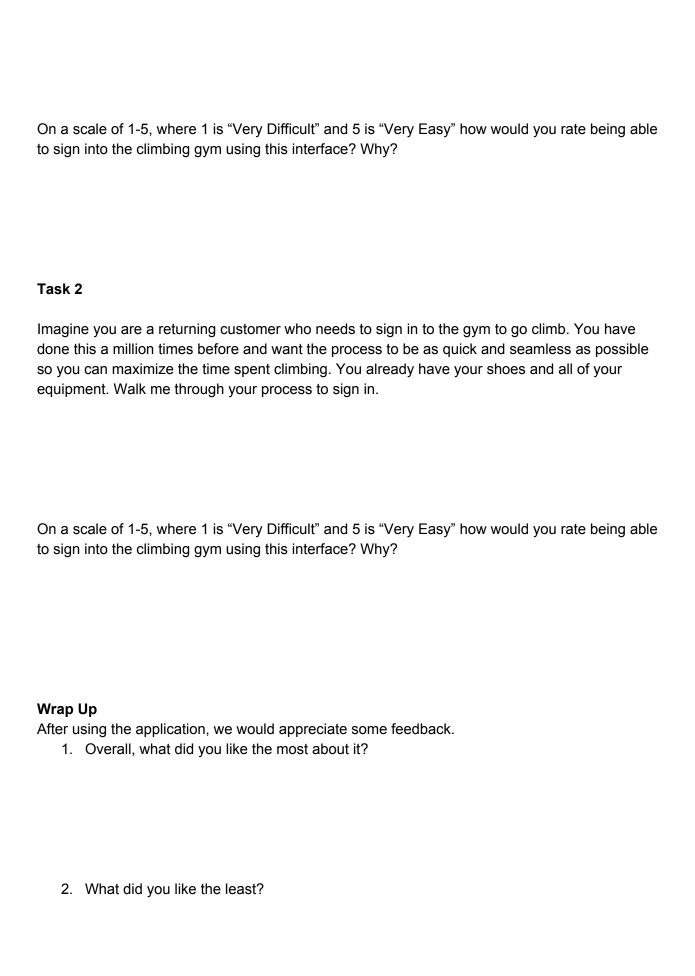
Background

First let me ask you about your previous visits to climbing gyms.

- 1. Think back on a time you visited a climbing gym. Was it your first visit?
- 2. Was the sign in process easy and seamless?
- 3. Were there any features that could have improved the sign in process?

Task 1

Image you and your friends have been working out after your last class of the day. It's the weekend and you have a lot of time on your hands. You have all been curious about the Climbing Wall and have finally decided to go check it out. It's your first time and you are fairly nervous to go in. There are no staff members around. Walk me through the process you would use when you approach the interface.



3. Were there points you felt confused when using it? If so, please explain.
4. Any final thoughts or comments you would like to add?
Thank you for your feedback!