

Protocol - Speed Climbing

Introduction

Thank you for agreeing to participate. For the next 30 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 website.**

We will be video recording this interview for note-taking purposes so we can go back and review it in case we 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 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

Imagine you are a returning customer who needs to sign in to the gym to go climb. You have done this a million times before and want the process to be as quick and seamless as possible so you can maximize the time spent climbing. You already have your shoes and all of your equipment. Walk me through your process to sign in.

On a scale of 1-5, where 1 is “Very Difficult” and 5 is “Very Easy” how would you rate being able to sign into the climbing gym using this interface? Why?

Task 2

Imagine 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. Walk me through the process you would use when you approached the interface.

On a scale of 1-5, where 1 is "Very Difficult" and 5 is "Very Easy" how would you rate being able to sign into the climbing gym using this interface? Why?

Wrap Up

After using the application, we would appreciate some feedback.

1. Overall, what did you like the most about it?

2. What did you like the least?

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!