## Observation Scenarios

1. Have the participant try to contact you through any means necessary. Don’t give them any of your information unless they ask.
2. Ask the participant to use Gmail and observe what they do and what features they use.
3. If the participant has a phone, ask the participant to use a communication app of their choice. Observe what they do and what features they use.
4. Ask the participant to attempt to find someone’s contact information that they don’t know. If they can’t figure it out, that’s okay.
5. Other variations

## Observation 1

**Time and setting of observation**

* 3/7/25 after school
* CCA

**User behaviors and interactions**

* Asked the participant to contact me through any means necessary
* They opened messages
* Scrolled through their contacts then scrolled to the top of the page
* Opened the search bar and typed in my name
* Clicked on my profile
* Typed a message and sent it

## Observation 2

**Time and setting of observation**

* 3/7/25 after school
* CCA

**User behaviors and interactions**

* Asked the participant to use Gmail
* Opened Gmail and clicked on the three lines in the top right corner
* Opened “important” messages and started reading through the titles
* Opened up a few emails
* Deleted one email
* Starred another email
* Took a screenshot of the one they deleted

## Observation 3

**Time and setting of observation**

* 3/7/25 after school
* CCA

**User behaviors and interactions**

* Asked the participant to use a communication app of their choice
* Participant opened snapchat
* Scrolled through a few of their messages then navigated to stories
* Watched all the stories and swiped up on a few
* Went back to chats and replied to all their chats (every person who sent them a blue message

## Observation 4

**Time and setting of observation**

* 3/9/25 midday
* My house

**User behaviors and interactions**

* Asked the participant to contact somebody who they do not have the number of yet
* Logged onto snapchat and searched up a name
* No name appeared (the person must not have snapchat)
* Navigated to instagram and searched for the name again
* Found an instagram account but its private
* Requested to follow this person

## Observation 5

**Time and setting of observation**

* 3/11/25 lunch
* School

**User behaviors and interactions**

* Asked the participant to contact me
* Logged onto gmail and emailed me
* Was able to find my school email easily
* Asked the user to email my personal email
* Went to a document shared between us and looked at my email
* Emailed me

## Observation 6

**Time and setting of observation**

* 3/11/25 during class
* School

**User behaviors and interactions**

* Asked the participant to contact somebody who they do not know
* Logged into instagram and searched up a random name
* Followed them and messaged them “hello”

## Observation 7

**Time and setting of observation**

* 3/11/25 after school
* My house

**User behaviors and interactions**

* Asked the participant to contact someone from her school without using school emails
* Opened iMessage
* Texted her friend
* Asked the participant to message someone they don’t have the number of
* Asked her friend for the number of someone from her school
* Messaged that number after her friend replied

## Observation 8

**Time and setting of observation**

* 3/12/25 before bed
* My house

**User behaviors and interactions**

* Asked the participant to use any communication app
* Opened tiktok and messaged some friends for a streak
* Scrolled on tiktok a little
* Liked some videos

## Observation 9

**Time and setting of observation**

* 3/13/24 during class
* CCA

**User behaviors and interactions**

* Told participant to send a message to teacher
* Participant instantly went to gmail to send an email
* Told participant to try using Google Classroom to contact a student or teacher
* Participant went to the People tab to get the email of the other students, but was unable to send a message without alerting the entire class

## Observation 10

**Time and setting of observation**

* 3/12/24 during class
* CCA

**User behaviors and interactions**

* Firstly tries to open gmail but forgot that he is logged out
* Participant spent some time reading the gmail chat
* Told participant to use gmail to email some friends of his
* Participant just @ his friends in the gmail chat

## Observation 11

**Time and setting of observation**

* 3/13/24 during class
* CCA

**User behaviors and interactions**

* Told participant to message 3 random people at the same time
* Participant went to iMessage and created a group chat
* Told the participant to message 3 random people who they didn’t know
* Participant opened Instagram and created a group with people they followed

## Observation 12

**Time and setting of observation**

* 3/13/24 during lunch
* CCA

**User behaviors and interactions**

* Told participant to message anyone he want
* Participant first send an email to his teacher for a letter of recommendation
* Participant then send an email to his friends about his sports schedule
* Participant then exit gmail

Observation 13

**Time and setting of observation**

* 3/12/24 class
* CCA

**User behaviors and interactions**

* Told participant to contact me (they didn’t know anything except my name)
* Participant opened gmail to email me directly
* Told participant to use another app
* Participant went to Instagram to try and look for me and sent me a message request

## Observation 14

**Time and setting of observation**

* 3/12/24 after school
* CCA

**User behaviors and interactions**

* Told participant to message anyone he want
* Participant first checks his email from the assignments that are graded
* Participant then went to check all other email he received, which includes news, teacher post, and homework assignments.
* Participants then went to gmail chat to talk with friends

Observation 15

**Time and setting of observation**

* 3/12/24 lunchtime
* CCA

**User behaviors and interactions**

* Told participant to announce something to their 2nd period class
* Participant went to google classroom to send an announcement
* Stream was blocked, but they could send messages as a comment under the teacher

## Observation 16

**Time and setting of observation**

* 3/14/24 before school
* CCA

**User behaviors and interactions**

* Told participant to announce a notice someone in his club
* Participants went to the google classroom announcement and sent a message to all that wanted to see him.
* Participants then send a message to that same person.

## Observation 17

**Time and setting of observation**

* 3/14/25 during class
* CCA

**User behaviors and interactions**

* Asked the participant to use Gmail
* Participant was on their chromebook so they opened a new tab with Gmail
* participant went into a few gmails and out, deleted some, refreshed
* student looked at one of their spaces with some other students

## Observation 18

**Time and setting of observation**

* 3/14/25 lunch
* CCA

**User behaviors and interactions**

* Asked the participant to contact me in any way they wanted
* student went to send a gmail with a “hi” and couldn’t figure out which name I was out of what was listed
* they asked me how I spelled my name then confirmed I was who they were contacting with me

## Observation 19

**Time and setting of observation**

* 3/14/25 lunch
* CCA

**User behaviors and interactions**

* Asked the participant to use a communication app of their choice
* participant pulled out their phone and opened Discord
* participant browsed their servers, then picked and read messages within channels
* looked at some announcement channels in a community server they were in

## Observation 20

**Time and setting of observation**

* 3/14/25 during class
* CCA

**User behaviors and interactions**

* Asked the participant to find the contact information of someone at any of their tables
* participant went to a tab with google classroom on it and navigated to the list of people in their current class
* they scrolled until they found an email of someone they knew was at their table then went to gmail, created a draft, and stopped there