Beautiful Timetables
"Think Aloud" Evaluation Script

Start session by having a web browser open to Google or some other "neutral page".

Hello, my name is Gaby, and I am going to be walking you through this session today.

Before we begin, I have some information for you, and I am going to read it to make sure that I cover everything.

You probably already have a good idea of why I asked you here, but let me go over it again briefly. I am performing usability testing on an Informatics web timetabling system which is my final-year project for the degree of Software Engineering with Management at the University of Edinburgh and your contribution with this session will help me the evaluate weaknesses and strengths in it. This session should take no more than twenty minutes.

The first thing I want to make clear right away is that I am testing the timetabling system, not you. You can not do anything wrong here. In fact, this is probably the one place today where you do not have to worry about making mistakes.

As you perform the given tasks on the timetable, I am going to ask you as much as possible to try to think out loud: to say what you are looking at, what you are trying to do, and what you are thinking. This will be a big help to me.

If you have any questions as we go along, just ask them. I may not be able to answer them right away, since we are interested in how users do when they do not have someone sitting next to them to help. But if you still have any questions when we are done I will try to answer them then. And if you need to take a break at any point, just let me know.

You may have noticed the microphone. With your permission, we are going to record what happens on the screen and our conversation. The recording will only be used to help me figure out how to improve the website, and it will not be seen by anyone except me. And it helps me, because I do not have to take as many notes.

If you would, I am going to ask you to sign a simple permission form for me. It just says that I have your permission to record you, and that the recording will only be seen by me for the purposes of evaluating the website.

<div align="center">

Give them consent form.
Start audio recording once they have signed it.

</div>

Now I am going to play you a quick 1-minute video to give you an idea of what is expected of you in this experiment.

<div align="center">

Click on bookmarked video in the browser and play it.

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Do you have any questions so far?

<div align="center">

Answer questions briefly and make sure to clarify anything misunderstood about the experiment.

Click on a bookmark of the timetabling website. Start recording.

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That's great. Now that we are all set let's begin with our tasks. I will hand you a list to complete. Please remember to verbalize all your thoughts as you do the tasks. Say it out loud when you believe you have finished with a task.

<div align="center">

Hand the participant the list tasks.
Make notes you consider appropriate.
If he/she asks questions, write them down.
If the participant gets very frustrated at a task, or takes too much time to complete it, allow him or her to skip it.

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

<div align="center">

Stop screen recorder and save the file.
Stop audio recording and save the file.
Answer questions.
Give him/her bag of cookies.
Thank them and escort them out.

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