__Web browser should be open to Google or some other "neutral" page

Hi, __. My name is _____, and I'm going to be walking you through this session today.

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

You probably already have a good idea of why we asked you here, but let me go over it again briefly. We're asking people to try using a Web site that we're working on so we can see what works and what we can improve on. The session should take about half an hour.
The first thing I want to make clear right away is that we're testing the site, not you. You can't do anything wrong here. In fact, this is probably the one place today where you don't have to worry about making mistakes.

As you use the site, I'm going to ask you as much as possible to try to think out loud: to say what you're looking at, what you're trying to do, and what you're thinking. This will be a big help to us.

Also, please don't worry that you're going to hurt our feelings. We did not make the site and we're doing this to improve the site, so we need to hear your honest reactions.

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

With your permission, we're going to record what happens on the screen and our conversation. The recording will only be used to help us figure out how to improve the

site, and it won't be seen by anyone except the people working on this project. And it helps me, because I don't have to take as many notes.

Also, the other people sitting around you are as well people on the project and they are here just to observe your actions.

If you would, I'm going to ask you to sign a simple permission form for us. It just says that we have your permission to record you, and that the recording will only be seen by the people working on the project.

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__ Give them a recording permission form and a pen
__ While they sign it, START the SCREEN RECORDER
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Do you have any questions so far?

OK. Before we look at the site, I'd like to ask you just a few quick questions.

First, what's your major, and what year are you?

When did you get your first computer?

Now, roughly how many hours a week altogether—just a ballpark estimate—would you say you spend using the Internet, including Facebook, Netflix, and even homework or research?

And what's the split between work and leisure —a rough percentage?

What kinds of sites are you mostly visiting?

Do you have any favorite Web sites?

OK, great. We're done with the questions, and we can start looking at things.

___ Click on the bookmark for the site's Home page.

First, I'm going to ask you to look at this page and tell me what you make of it: what strikes you about it, whose site you think it is, what you can do here, and what it's for.

Just look around and do a little narrative.You can scroll if you want to, but don't click on anything yet.

___Allow this to continue for three or four minutes, at most.

Thanks. Now I'm going to ask you to try doing some specific tasks. I'm going to read each one out loud and give you a printed copy.

I'm also going to ask you to do these tasks without using Search. We'll learn a lot more about how well the site works that way.And again, as much as possible, it will help us if you can try to think out loud as you go along.

Task 1 - How would you get in contact to set up a tour of the school?
Task 2 - Are there any events going on tomorrow?
Task 3 - Can you access information regarding the principal?
Task 4 - What is school for lunch? (this is bad)
Task 4 (alt) - Find the current lunch menu
Task 5 - Can you access links that may lead to resources to help students with schoolwork?

Task 6- Can you locate the district community calendar?
Task 7- Who is the District Wellness Coordinator?
Task 8- Find the parent/student handbook?
Task 9 - Find Ms.B's 5th grade classroom

___Hand the participant the first scenario, and read it aloud.
___Allow the user to proceed until you don't feel like it's producing any value or the user becomes very frustrated.
___ Repeat for each task or until time runs out.

Thanks, that was very helpful.

My team is now going to ask you any questions they have.

___ Call the observation room to see if the observers have any questions.
___ Ask the observers' question, then probe anything you want to follow up on.

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

___ Give them their incentive, or remind them it will be sent to them.
___ Stop the screen recorder and save the file.
___ Tell them they are free to go