Facilitator Guide

Intro script

- Hello. I'm Joseph and I am a current student in SI 422: Needs Assessment and Usability Evaluation. Thank you for participating in this course study.
- In today's session, I will guide you through a series of activities within a virtual gallery, specifically the Louvre, and please state outloud your thoughts, comments, and feedback. The session should not take more than 3 minutes.
- As a thank you for your time.
  (*Before we begin, kindly ensure you have completed the consent form*)
    - Thanks for signing the consent form. Just a reminder…
        - Any questions about the consent form?
    - Before we begin, I need you to complete a consent form. A few things to make you aware of…
        - Observer — okay with you?
- Any questions before we begin? Just a reminder that this session is voluntary. If you need to stop or take a break, please let me know.

Checklist

Confirm the presence of an observer.
If the **consent form** has not been signed, then ensure it's completed correctly.
Initiate the introduction questions.
Request the participant to close or minimize personal or sensitive information.
Ask the participant to share their screen.

Introduction Questions

- Have you visited this website before?
    - If **Yes**: When was your last visit, and do you recall the purpose of your visit?
    - If **No**: Have you ever visited a virtual gallery before?

Introduce Usability Test Script

- I will provide you with various activities to perform on the website. I won't be providing step-by-step instructions on how to complete each task; it's up to you to navigate and describe your actions to me.
- Some tasks may be quick, while others might take a bit more time. Approach them as if you were using the website in a real-life scenario.
- If you have any questions during the session, don't hesitate to ask, although I might not always have immediate answers.

- I'll encourage you to think out loud as you work, sharing your thoughts and actions. If you forget to do so, I'll kindly remind you.
- Please keep in mind that we are evaluating the website's design, not your personal knowledge. Your honest feedback, both positive and negative, is invaluable to us.
- Before we begin, please ensure that you've closed or minimized any elements you'd prefer not to share.

Links

- **Consent form:** https://docs.google.com/document/d/1g2CSRp2C8j9QNYh-rc37uJeiZuOXC2K6N4uiin4ajxk/edit?usp=sharing
- **Pages:**
  - Page 1: https://petitegalerie.louvre.fr/visite-virtuelle/saison6/

Tasks:

- I will give you your first activity. Before you begin the activity, please read it out loud, just so I have it on the recording.
- Any questions about this activity before you begin?

Task 1	Imagine you want to explore the virtual gallery by moving in different directions (left, right, backward, and forward). Please use the navigation controls and describe your actions and feelings to the researcher.
Specific follow-up questions	● Did you find navigating in all directions easy or difficult?
Task 2	Imagine you want to learn more about a specific artwork in the virtual gallery. Please locate a work of art and explore its information. Once you've found it, please read its content aloud.
Specific follow-up questions	● In what language was the information presented? ● Did you notice an option to switch to different languages?
Task 3	Imagine you want to view different angles of a specific artwork. Please perform a circular motion, either counterclockwise, clockwise or both.
Specific follow-up questions	● How did you find the experience of turning in a circle in both directions? Was it easy or difficult?
Task 4	Imagine you want to find a specific piece of work. Please locate this specific art work and think out loud during the process.

Specific follow-up questions	● How easy was it to locate this piece of work? ● Are you able to stand directly in front of the work? Can you read any information about this work?

Follow-up Questions for All Tasks

- How did you find performing this task on the website?
- Were there any aspects that you found particularly easy or challenging?

End of Test Questions

- How was your experience using the website for navigation?
- Are there any suggestions for changes or improvements?
- Is there anything else you'd like to share about your experience with our website today?

Closing Intro Script

Thank you so much for your time. This has been very helpful for us. You can leave the session now. Thank you again!