Briefing:

Good morning/afternoon/evening and thank you for taking the time to talk to us. [Introduction to MBTA project if we have not already interviewed them].

[Note: Summarize if users already have experience with user testing]
We have a *very* rough prototype of our idea. The giant foam and paper iPhone might seem a little strange, but please pretend this is a real iPhone that you can scroll, zoom, and rotate. We're going to ask you to complete a couple of different tasks using this model. I will add or move pieces of paper to represent parts of the software, but ignore my hands.

The purpose of this testing is *not* to test you. There's no wrong answer and no mistakes - if you can't do something, *we* failed as designers to make the interaction clear. Again, we're not testing you, we're testing our interface. On that note, it would really help us if you could "think out loud" and let us know what you're thinking as you navigate the software.

I will function as the facilitator, asking you questions and "updating" the software. This is [name] who will be observing. They'll be taking notes, asking questions, and helping me make sure the software is showing the right things.

You're under no pressure or obligation to complete the test, so if you want to stop or take a break at any point, just say so. We will cut this session off at 1 hour.

Primer
Your friend Jenna invited you to a party at her house (1534 This Place, Somerville, MA 02144). You are at your apartment by the Woodland Hills T Stop. You want to use public transportation to get there.

Prompts

How would you use this app to figure out where to go?

In your opinion, which of the listed routes is the best route to take? Why?

To use that route, where do you think you should go? When would you need to leave?

How would you use this app to find out more information about that route?

The bus left just as you approached the station. What do you do?

You get an email from Jenna telling you that the party is cancelled. Instead, you decide to go to the Barnes & Noble in Framingham using public transportation. You are still looking at information related to getting to Jenna's house. How would you change your destination in the app to match your new goal?

This is an alternative layout for the route selection screen. Please walk me through how you would use it to choose a route.

Now that you see a route navigation screen, how would you find out where to go in the station?