THE INSTRUCTIONS

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 an idea of why we asked you here, but let me go over it in detail briefly. We're asking people to try using a mobile app that we're working on so we can see whether it works as intended. The session should take about 30 minutes at most.

The first thing I want to make clear right away is that we're testing the app, 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 app, 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.

I will be writing things down but I do not want you to be alarmed, these notes are not of you but rather about the app and how it is interacting with you, the user.

Also, please don't worry that you're going to hurt our feelings.

We're doing this to improve the app, so we need to hear your honest reactions.

If you have any questions as we go along, just ask them. Do you have any questions so far?

THE PRE-LIM QUESTIONS

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

First, are you only a full time student? What else consumes your day to day life other than school?

Roughly how many hours a week altogether—just a rough estimate— would you say you spend using the Internet, including Web browsing and email, at work and at home?
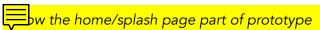
Roughly how many hours a week altogether would you say that you spend in transit, and what mode of transit do you usually take?

Do you currently use or have you in the past used any apps to log your transit data (either for personal or research purposes?)

Do you have any favorite mobile apps?

THE HOME PAGE/LANDING PAGE TOUR

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

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 app you think it is, what you can do here, and what it's for. Just look around and do a little narrative. You can feel free to click on different buttons and move to different screens too, just make sure you describe what you think is happening and what you are seeing.

Allow this to continue for <u>three or four minutes</u>, at most.

THE TASKS

Thanks. Now I'm going to ask you to try doing some specific tasks.
I'm going to read each one out loud and I would re-enact using the prototype, how you might go about doing this. We'll learn a lot more about how well the app works this 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

-You are feeling kind of curious and want to look at the "world view", a.k.a. view a map visualizing the experiences of other people participating in the research… how would you go about doing that?

Task 2

- A researcher has messaged you asking some follow-up questions regarding a post you made yesterday. Can you show us how would you view the message and respond to them?

Task 3

-You want to go back to an old post and edit it because you realized that you accidentally input the wrong time of day… how would you go about doing that?

Task 4

-You want to document your trip with a video and written note, and upload it…
 How would you go about doing that?

Task 5

-You want to change your typical transit path (a custom path which you set in the on-boarding stage) because you moved neighborhoods… Can you show us how you would go about doing that?

Task 6 (Notification)

- You want to log a commute you took that didn't follow your typical transit path… how would you go about documenting that information?

WRAPPING UP

Thanks, that was very helpful.
Do you have any questions for me, now that we're done?