

Hello, my name is Jennifer Menard and I want to thank you for participating in a usability test. What this means is that we want your feedback about how you feel when using the site and to watch how you interact with the site's features when completing tasks.

Before we begin, we will review some information.

I know we spoke about what you're doing here today, but if you don't mind- I'd like to review it again. I'm asking people to use a website, joann.com, for a User Test project for my User Science course. The information learned through this session will be used to write a usability report.

Today I am going to be asking you to look for some information on the site to complete a set of tasks. Our goal is to see how easy or difficult you find the site to use.

With your permission, I will record the session- specifically the audio and your actions displayed on your computer desktop screen. The video won't be watched by anyone but me. It will be used as a point of reference to write my report.

I want you to remember that there are no wrong answers or actions. We are testing the site, not you. During this session, I would like you to think aloud as you work to complete the tasks. I will not be able to offer any suggestions or hints, but from time to time, I may ask you to clarify what you have said or ask you for information on what you were looking for or what you expect to have happen.

If you have any questions, ask them. Please note that I may not be able to answer them during the session but will do my best to give you an answer at the completion of the testing portion.

Do you have any questions before we begin?