Spoiled Tomatillos User Study Script

Peter Battinelli, Benjamin Campbell, John Martin, Lisa Oakley, Arianna Tang
2/1/2018

Hi, my name is [YOUR NAME], and I will be conducting a user study for Spoiled Tomatillos.

Spoiled Tomatillos is a movie database website with some social media features. The study will take you through three basic tasks in our application. You will be asked a few questions after each task to gauge your experience. My goal is to gain an understanding of how a user sees our product and use that knowledge to build a better experience. In this case, I'll be measuring your success and ease of accomplishing each task.

Do you have any questions?

While you work through each of the following tasks, please try to think aloud, so I can better understand your thought process.

1. (Review movie) For our first task, you are a regular user on the Spoiled Tomatillos site. You've just recently watched a movie. Go ahead and post a review sharing your thoughts about the movie.

   (When they get to the review mock) What are the sections on the page? What do you think is happening?

2. (Prod friend) Now that you've reviewed the movie, you'd also like to share it with your friend directly. Recommend this movie to one

of your friends.

3. (Delete account) For our final task, you are now an admin user on Spoiled Tomatillos. Someone has accidentally signed up twice and would like you to delete one of their accounts.