Observer Briefing

Thank you for helping conduct our usability tests as an observer. The product you will be testing is a prototype of a system called "Bottle", which is an anonymous audio-based venting platform to help social-media users express their thoughts and feelings without the pressures of maintaining their appearance or image. The data collected from these tests will determine whether our prototype complies with our usability goals and will influence the direction of our platform's design.

You are provided with a test script to follow. The test will take around 20 minutes to complete, for each user, and will be recorded. Please note that the prototype manual provided to you is **not** to be given to the user and is only for you to read, to help you understand how the prototype works. Before beginning the test, please allow the user to read the User Briefing document and then let them fill out the pre-test questionnaire. During the test, the user will complete a sequence of tasks on the prototype.

Before and during the test, your role is to follow these guidelines:

1. Do **not** help the user unless they explicitly ask for it, even if you clearly see them struggling. Allow them to make mistakes and have their own experience.
2. If a user asks "how" to complete a task, explain to them that the point of this test is to check the usability of the system, and telling them exactly how to do a task would defeat the purpose. Instead encourage them to try to figure it out themselves. You may also ask them to express what is confusing them or preventing them from completing the task. After that, if the user is still struggling and, as a result, is unable to complete the next tasks (if there are any), and if you think offering them some minor help will allow them to proceed to the next tasks, then you may offer some help. The goal is to explain as little of the "how" as possible.
3. Avoid giving feedback to the user after they complete a task, as this might include bias in the results.
4. Fill in the data collection sheet with the actions the user performs, as well as any confusions they may encounter while completing the tasks. You may do this simultaneously, but we also recommend that you go over it again later using the recording, in case you missed something the first time.

When the test is completed, please ask the user to fill in the post-test questionnaire.

Thank you for your time.