**Task 1 – Pre-Test Questionnaire**

Age: \_\_\_\_\_ Gender: \_\_\_\_\_\_\_\_ Device: \_\_\_ Computer \_\_\_ Laptop

Browser: \_\_\_ Chrome \_\_\_ Explorer \_\_\_ Firefox \_\_\_ Opera \_\_\_ Safari

Based on our initial description of Quarters, would you consider using this software?

\_\_\_ Never \_\_\_Once \_\_\_Once a month \_\_\_Once a week \_\_\_Daily

**Task 2a – Performing a set of tasks for landlord.**

This task begins on the main landing page. Create an account, login, create a house, and then create a post on the bulletin board. The amount of time to complete the task will be measured. Please do not do any exploratory behaviour of the software outside of this task. Please think aloud your thought process and interactions with the software.

Was the participant successful at completing the task? Y/ N

If the participant was successful, how long did it take them to complete the task? \_\_\_\_\_\_\_\_\_

Recorded observations of participant’s ‘think-aloud’?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Task 2b – Performing a set of tasks for tenant.**

This task begins on the main landing page. We’ve already added you to a house. Create an account, login, and then create a post on the discussion board. The amount of time to complete the task will be measured. Please do not do any exploratory behaviour of the software outside of this task. Please think aloud your thought process and interactions with the software.

Was the participant successful at completing the task? Y/ N

If the participant was successful, how long did it take them to complete the task? \_\_\_\_\_\_\_\_\_

Recorded observations of participant’s ‘think-aloud’?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Task 5 – Post-Test Questionnaire**

Now, take as much time as you need to browse and explore our application. Ask any questions. When ready, place a value between 1-5 for each question. 1 is Strongly Disagree. 5 is Strongly Agree.

1. Navigation of Quarters was intuitive and easy. \_\_\_\_\_

2. Quarters seems professional and secure.

3. I would use the Bulletin Board \_\_\_\_\_

4. I would use the Calendar \_\_\_\_\_

5. I would use the Chat \_\_\_\_\_

6. I would use the Finances \_\_\_\_\_

7. I would use the Maintenance Ticketing \_\_\_\_\_

8. I would use the File Upload. \_\_\_\_

9. I would find the Notifications useful. \_\_\_\_

10. I would recommend Quarters to a friend. \_\_\_\_

11. Based on your experience with Quarters, would you consider using this software?

\_\_\_ Never \_\_\_Once \_\_\_Once a month \_\_\_Once a week \_\_\_Daily