Hi, \_\_\_\_\_\_\_\_\_\_\_\_\_. We are Tommy and Duc, and I’m going to be walking you through this session today.

Before we begin, I want to provide some context as to what we are doing today. We’re asking people to try using a website we are working on to see if it is working as intended. We’re not going to be using a real website, but rather a mock-up of the website made using Figma.

There are four main points that I want to let you know before we begin.

The first point is that we are testing the site, not you. Nothing you do here will be a mistake. So you don’t have to worry about making mistakes.

Second, we would like to ask you to think out loud. Please say out loud what you are looking at, what you are trying to do, and what you are thinking. This information will be very helpful to us. Please be honest about any complains or criticism you have as well.

Third, if you have any questions before, during, or after the study, please ask.

Fourth, we would like to ask for your permission in recording this session-more specifically, what happens on the screen and our conversation. The recording will be used to help us understand how to improve the website, and will be kept confidential between me, Duc, and Dr. Guarnera. Do we have your consent?

Duc will be observing this session and taking notes.

Now, please take a look at the screen (should have the Figma mock up) and tell us about your thoughts. What it is for, what you can do, and sorts.

(After the response)

Thank you for your answers. Now, I will ask you to try doing some specific tasks. I’m going to read each one out loud. Please let me know if you want to hear it again.

(Let the participant do as told, and move on the other tasks until you’re done)

I’m now going to ask the observer and see if he has any questions.

(Observer asks his questions, if any)

Thank you very much for your time.