

Hi, we're designing a new web-based task management portal, that will allow you to keep track of current homework assignments and tasks that you need to remember. This interface will allow you to log in from a web browser and add new tasks to your account.

Informed consent: We are conducting a study to find out what people think about this. We will not record or publish any information with your name. This is for a course we're taking in Human-Computer Interaction from Professor Bickmore in the College of Computer and Information Science. Your participation is voluntary and you can stop anytime and ask that your data not be used. It should take about 15-20 minutes. Are you be willing to help us out with this study?

Great. As I mentioned, we're working on a new task management system. The product is web-based so you can go online from any internet-connected device and manage your tasks. The purpose of today's session is for you to help us figure out how to make this web interface more user-friendly before we finish developing it. But believe it or not, we aren't going to use a computer. As you'll see, we've actually created paper versions of the screens, and Mike will be playing the computer.

We'll give you some tasks that we think are representative of what people will do in real life, such as adding a new task to your account. Your job is to tell us what makes sense, what's confusing, whether it works the way you'd expect it to.

The other members of the team will just be watching and quietly taking notes.

Keep in mind that we're testing the interface—we're not testing you—so if you run into any problems it's not your fault and it means that there's something we need to change. I'll be sitting next to you, and I can help you if you want.

The prototype still has some rough edges—we're still thinking through how it should work and some parts of it are incomplete. Before we cast it in concrete, we want to get some feedback about how well this design works.

As I said earlier, Mike here will be playing the computer. He may seem like a pretty smart computer, but he has no speech recognition and no artificial intelligence. Since machines can't talk, he's not allowed to explain anything. If you want to do something, you'll need to interact with the prototype just as you would on a computer. Use your finger or the cap of this pen to click on buttons. These pieces of tape indicate places where you can type something in using your "keyboard" which will be this pen as well (give pen). It's OK to write in the text fields.

Please tell us what makes sense to you, what's confusing, and any questions that come to mind. Your questions are especially valuable, but I may not answer them right away because our goal is to change the interface so it answers them.

Remember that we're testing the interface—we're not testing you. Are you ready to start?

OK, here's the first thing we'd like you to do. Take a minute to read this and let me know if it makes sense. If so, then whenever you're ready please show us what you would do first.