Script for Traditional Remote TA Sessions

Hi, *[Participants'' name]*. My name is *[Facilitator's name]*, and he's *[Observer's name]* and we're your facilitators for this session today.

Before we start, I have some information about the session, I will quickly read to make sure I cover all necessary information.

I hope you have an idea of why we asked you here but let me explain you again briefly. We're asking people to try using a Web site that we're testing on, so we can see whether it works as intended.

The session should take about 20-30minutes.

Firstly, I want to make it clear that we're testing the website, not you or your capabilities.

You can't do anything wrong here. So, don't worry about making mistakes.

As you use the site, I am going to ask you to think out loud: to say what you are looking at, what you're trying to do, and what you're thinking.

This will be a big help to us.

I would like to inform you that the whole session will be recorded. We want your consent for that to proceed.

[Consent is verbally granted]

Let's start. Firstly, I have few questions to ask, then we start with task

[Demographic questionnaire is verbally answered]

Super! Thanks. We're done with our questions.

Now let's move on to tasks.

[Participant is asked to watch the training video]

I'm going to ask you to look at this page and tell me what it is for. Just look around and do a little narrative. You can scroll if you want to, but you don't need to click on

[Participant practice thinking aloud]

Great! here is a task for you.

[Participant conducts Task 1]

You are doing great!! Here is the final task.

[Participant conducts Task 2]