

SECTION 2: FACILITATOR SCRIPT

Hello, my name is Shubham Mathur, and I'm going to walk you through today's session.

We are currently working on the website RMIT (www.rmit.edu.au).

I'd like to begin by thanking you for making time to speak with us. Your feedback is valuable and will help us determine if our website functions as intended. Just to confirm, we'd like to keep this session to 45 minutes. Does that still work for you?

Great! If you need a break or to stop at any time, please let me know.

During this session, I'll start by asking you a couple of questions to understand how familiar you are with these systems. Later, I'll ask you to share your screen and accomplish a few tasks using the website we're evaluating.

I just want to make it clear that we are testing the website, we are not testing you. You can't do anything wrong here. In fact, this is probably the one place today where you don't have to worry about making mistakes! As you go about using the website, I'll ask you to think aloud as much as possible: to describe what you're looking at and what you're trying to do. This will be a big help.

Also, please don't worry that you're going to hurt our feelings. We're doing this to improve the site, so we need to hear your honest reactions.

If you have any questions as we go along, just ask. I may not be able to answer them right away since we're interested in how people do when they don't have someone sitting next to them to help. But if you still have any questions when we're done I'll try to answer them then.

With your permission, I'd also like to record this call. The recording will only be used to help us figure out how to improve the site, and it won't be seen by anyone except those with a need-to-know. Recording this call also helps me, because I don't have to take as many notes! Do I have your permission to record this call?

Finally, I want to confirm that you've received and had a chance to review the participant agreement? Did you have any questions? If you have signed the agreement, please send me a copy. Otherwise, do you agree to the terms of the participant agreement?

Great! Do you have any questions for me at this time?

