

Canine College

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Executive Summary

The purpose of this interactive animation project is to demonstrate some important principles of dog training -- positive reinforcement through praise and treats and the importance of timing -- through both text modules and allowing users to interact with a dog avatar. The user will learn how to teach the dog to "sit," lay "down," and "come," allowing them to transfer these skills to training their real dogs at home, and interacting with the animation will give users practice in learning the methods and re-enforce the importance of certain ideas, such as dogs' short attention spans creating a small window of time in which to reward a trick

This module is not intended for a specific age group; it has been designed to be informative enough for adults but easy enough to use for elementary-school aged children. The only true demographic that is the focus of this system is dog owners.

Three dog owners between the ages of 15 and 49 were asked to evaluate the module, and all three had overwhelmingly positive things to say about it. They all found the information interesting and useful, and all three commented that they would try this method for teaching their own dogs new tricks.

Part One: Peer Evaluation Summary

Four of my classmates provided peer reviews on the first version of my project. My average score was 47.6; individual scores are detailed in Appendix A.

Summary:

Every single one of my peer reviewers commented on my navigation scheme and suggested I add breadcrumbs or a counter so users know what screen they are on in the "Information" section. This seemed to be the main complaint, and I absolutely agree with them; this will be added in the final version. A few people did mention that my animation was possibly not long enough, but there were altogether 628 frames of dog animation at 24fps; considering that is 26 seconds of overall animation, I figured it would be long enough to meet the requirements of the project. Having a longer animation for sit, down, and speak would defeat the purpose of the user only having two seconds to reward the dog, but I added other animations, such as the dog wagging its tail or looking bored and distracted when there is no treat, so that the animation isn't completely static when the user isn't interacting with it.

Project Changes: See Appendix B

Part Two: Usability Testing

User observations:

Three dog owners were asked to evaluate this Flash module. Their observations and comments can be found in Appendix C.

Performance outcomes:

All three of the users, who are all dog owners, said that they feel like they learned something new from this module. Only one (participant 1) had ever really been involved in training his dog; participant 2 never showed much of an interest in training, leaving it to his wife, and participant 3 was a child when she got her dog, and her siblings did most of the training. All three users seemed to find the module entertaining and useful, and while it may not have shattered their preconceived conceptions of dog training, I feel like it gave them a new perspective on it.

Usability form summary:

The three users were asked to fill out usability forms evaluating their experiences with the Flash module. These can be found in Appendix D.

The scores were unanimously very positive. There were only a small handful of 4's, and nothing below that. The users did suggest a small amount of changes while I was observing them, all of which are documented in Appendix B; however, as they had no notion of the scope of the project or the limitations of my programming abilities going in, some of the suggestions were too involved for me to implement. I did, however, take that as a positive sign of the overall quality of the project. None of the users found any errors for me to fix.

Project Reflections and Recommendations:

I feel like the interaction and visual elements of my project were to a high standard. The background and buttons were perhaps not as ornate as they can be, but I'm very proud of my dog (which I drew by hand, then scanned into my PC and created in Illustrator before importing it into Flash and creating each of the animations.) I also feel like it's a very informative project for dog owners; I have used this method to teach my own dog about a dozen different tricks, and I think this content is very useful for any dog owner, even if just to give them a new perspective on training.

Above all, I wanted my navigation to be mostly linear so that the user did not have to think too much about where to go next. In his book Don't Make Me Think, Steve Krug emphasizes the importance of guiding users through one's site: "In general, I think it's safe to say that users don't mind a lot of clicks as long as each click is painless and they have continued confidence that they're on the right track—following what Jared Spool calls 'the scent of information'" (41). This principle guided the design in my

Flash module; I tried to walk the users through it, beginning-to-end, and then give them the option to go back and get help if they needed it.

I also used some of the knowledge I gained from the Performance Support Systems class I took this semester to develop the usability of this module. Even though my end goal was for users to learn dog training tricks well enough that they would carry it to training their own dogs, I used Just In Time training principles to develop the "Training" part of the module, in which a user tells the animated dog to do tricks and gives him a reward. The console at the top walks the user through each step, as per the recommendation of Cole et al. in their article "Just in Time Knowledge Delivery": "If the users of a system are adequately guided by the system itself toward the knowledge they need to accomplish their job, then the training requirements are drastically reduced" (Cole et al., 49). I wanted the module to guide them through each of the steps, both in the Information section and the Training section, so that users really understand the importance of consistency, timing, etc. when they are training their own dogs. After working with the animated dog, I hope that it would be easier.

Overall, I feel my project meets its intended purpose. All three of the dog owners I observed during usability testing seemed to enjoy the project and find it useful, and all three claimed that they did indeed learn information they would use on their own dogs. If I had more time, I would have tried to find a brand new dog owner to use the module on and then follow-up to see how useful it really was in their training.

If I had more time, I probably would have made the training module more interactive. I feel like it does a good job of reinforcing certain principles, especially the timing one and to a lesser extent the importance of consistency, but I would have liked to design an activity that walked the user through the steps from beginning to end as detailed in the information section. However, that sort of interaction would have been far beyond the scope of this project or my abilities as a programmer; it may, however, be an interesting project to pursue in the future.

Works Cited

Cole, Kevin, et al. "Just-In-Time Knowledge Delivery." *Communications of the ACM*. 40.7 (July 2007): 49-53. Print.

Krug, Steve. *Don't Make Me Think*. 2nd ed. Berkeley, CA: New Riders, 2006. Print.

Appendix A: Peer Evaluation Scores

Peer Name	Score
Kristin Doll	48.5
Nicholas Geary	49
Sheila Cook	43
Benjamin Englert	50

Checklist for Peer Evaluations		
Peer Name: Kristin Doll		
Describe What You Used To Evaluate Project:		
<ul style="list-style-type: none"> Computer Type: Dell intel Core 2 vPro inside, 2.99 GHz, 3.21 GB of RAM Browser and Version: IE 7.0 Screen Size and Resolution: 1280 x 1024 32 bit 19" 		
Scale: 5 = Excellent, 4 = Very Good, 3 = Good, 2 = Acceptable, 1= Minimal, 0 =Unacceptable		
Description	Points (1 to 5)	Comments
<u>Navigation/Interface Design</u> Interface is intuitive, interactions meaningful, and user is able to navigate easily to different parts of the movie	5	Mainly able to navigate linearly, but path makes total sense and you <i>can</i> go back via help if you need to.
<u>User Location/ Orientation</u> User is kept informed about their location in movie	4	You don't know how many screens there are and you don't know where you are in the presentation.
<u>User Control</u> User can control when information or animation is viewed, and when listening to audio; Can control order of interactions, and escape from places they unexpectedly find themselves in.	4.5	Again, navigation is linear, so can't control order of interactions, but control animations and audio. Can navigate out if need to.

<u>Consistency and Standards</u> User can perform similar actions throughout project; Project follows standards such as menu location, button and audio controls, etc.	5	All buttons are in the same place on different screens, consistent design throughout.
<u>Content</u> Language is familiar and comfortable for intended audience. Follows basic rules of spelling and grammar.	5	As stated in About page, language is applicable for both adults and children. No spelling or grammar errors noticed.
<u>Visual Design</u> Colors, backgrounds, buttons, and text work together to create a clear and easy viewing experience. Buttons and text are easy to read.	5	Consistent design, buttons are easy to read, text is all legible.
<u>Animation Quality</u> Animation works smoothly and appropriately	5	Looks good! Not sure if it meets the 6+ second requirement, but it's probably close.
<u>Error Prevention and Feedback</u> Verifies empty fields or incorrect input (ex. Input letters instead of numbers). The user receives meaningful feedback concerning the nature interactions (e.g. input, drag/drop interactions, incomplete actions, etc.)	5	All feedback was applicable. Drag and drop was great and worked very well.
<u>Technical Performance</u> All multimedia elements (e.g., sound, animation, images, etc.) within the movie worked appropriately	5	No errors noticed.
<u>Overall Critique</u> Overall impression of the project, based on project requirements and creativity	5	Excellent job!! I thought the drag and drop treat idea was great and your images/animations were very nice!
Total Points (50)	48.5	

Other Comments:

The only thing I noticed that didn't work was that I couldn't Exit from the About page. Other than that, everything looked great and worked just like it should!

Checklist for Peer Evaluations**Peer Name: Nick Geary****Describe What You Used To Evaluate Project:**

- Computer Type: Mac
- Browser and Version: Chrome version 18.0.1025.165
- Screen Size and Resolution: **13inch 1280x800**

Scale: 5 = Excellent, 4 = Very Good, 3 = Good, 2 = Acceptable, 1= Minimal, 0 =Unacceptable

Description	Points (1 to 5)	Comments
<u>Navigation/Interface Design</u> Interface is intuitive, interactions meaningful, and user is able to navigate easily to different parts of the movie	5	The project was very easy to navigate, and I didn't have a problem getting from screen to screen.
<u>User Location/ Orientation</u> User is kept informed about their location in movie	4	When clicking through all of the screens it is easy to get lost on what number you are on. A counter in the corner would solve that problem.
<u>User Control</u> User can control when information or animation is viewed, and when listening to audio; Can control order of interactions, and escape from places they unexpectedly find themselves in.	5	The path for this project is linear so you can't really get lost in the screens. Volume for music also works.

<u>Consistency and Standards</u> User can perform similar actions throughout project; Project follows standards such as menu location, button and audio controls, etc.	5	All of the buttons are located in the same places throughout the project. The project also keeps the same design all the way through.
<u>Content</u> Language is familiar and comfortable for intended audience. Follows basic rules of spelling and grammar.	5	No noticeable errors in grammar, and the instructions were very easy to follow.
<u>Visual Design</u> Colors, backgrounds, buttons, and text work together to create a clear and easy viewing experience. Buttons and text are easy to read.	5	The design of the project is very clean and pleasing on the eyes.
<u>Animation Quality</u> Animation works smoothly and appropriately	4.5-5	The animations might be a be short, but if they are not then you did an awesome job.
<u>Error Prevention and Feedback</u> Verifies empty fields or incorrect input (ex. Input letters instead of numbers). The user receives meaningful feedback concerning the nature interactions (e.g. input, drag/drop interactions, incomplete actions, etc.)	5	Feedback from the drag and drop were immediate and I understood what had happened.
<u>Technical Performance</u> All multimedia elements (e.g., sound, animation, images, etc.) within the movie worked appropriately	5	I sound no errors while going through this project
<u>Overall Critique</u> Overall impression of the project, based on project requirements and creativity	5	You did an awesome job on this! It is very clean and easy to follow!
Total Points (50)	48.5-49	The only reason for the .5 difference is if the animation is not 6 seconds.

Checklist for Peer Evaluations

Peer Name: Sheila Cook

Describe What You Used To Evaluate Project:

- Computer Type: MacBook Pro
- Browser and Version: Safari 5.1.5
- Screen Size and Resolution: **17 inch 1920 x 1200**

Scale: 5 = Excellent, 4 = Very Good, 3 = Good, 2 = Acceptable, 1= Minimal, 0 =Unacceptable

Description	Points (1 to 5)	Comments
<u>Navigation/Interface Design</u> Interface is intuitive, interactions meaningful, and user is able to navigate easily to different parts of the movie	4	As I started through the course, the first thing that I realized was that there is only one way to go! This is fine if the point is to make sure that users go through the entire course before adopting the dog, but it was a little confusing at first because I did not know what my ultimate goal was. If at the beginning users could see a list of what they would be doing (1. course. 2. dog training activity).
<u>User Location/ Orientation</u> User is kept informed about their location in movie	1	This was the part that was most confusing to me because I didn't know where I was at any point! Adding some sort of indicator for which section of the course you are in may be helpful. In the course section, a completion indicator may be nice, too (page 2 of 5, etc.).
<u>User Control</u> User can control when information or animation is viewed, and when listening to audio; Can control order of interactions, and escape from places they unexpectedly find themselves in.	4	Animation controls and audio controls seemed to be working properly! The dog animation was great! At first I didn't realize that I had to put the treat in the hand, so I kept trying to wave it in front of the dog's face. Not all of the order could be controlled, but this was intentional. One issue I had was when I clicked on "Help" I had to go through the entire course again before I could get back to the dog training.
<u>Consistency and Standards</u> User can perform similar actions throughout project; Project follows standards such as menu location, button	5	Everything was very consistent in design and in functionality.

and audio controls, etc.		
<u>Content</u> Language is familiar and comfortable for intended audience. Follows basic rules of spelling and grammar.	5	The content seems very thorough and well-written.
<u>Visual Design</u> Colors, backgrounds, buttons, and text work together to create a clear and easy viewing experience. Buttons and text are easy to read.	5	Looks very nice! Clean, consistent, easy to read.
<u>Animation Quality</u> Animation works smoothly and appropriately	5	All of the animations seemed to work appropriately. I like how the dog wags its tail!
<u>Error Prevention and Feedback</u> Verifies empty fields or incorrect input (ex. Input letters instead of numbers). The user receives meaningful feedback concerning the nature interactions (e.g. input, drag/drop interactions, incomplete actions, etc.)	5	The dog name was not restricted to letters, but did seem to be length restricted. The feedback for the drag and drop seemed very appropriate and helpful to the user in dog training.
<u>Technical Performance</u> All multimedia elements (e.g., sound, animation, images, etc.) within the movie worked appropriately	5	All of the elements look great and seem to be working correctly!
<u>Overall Critique</u> Overall impression of the project, based on project requirements and creativity	4	I think this is a great project. It's really cute and the dog animation part is fun, too. The information presented seems valuable for training a dog. Nice work!
	43	
Total Points (50)		
Other Comments: Please see my screencast: http://www.screencast.com/t/fPtRRHWsqrvK		

Checklist for Peer Evaluations

Peer Name: Benjamin Englert

Describe What You Used To Evaluate Project:

- Computer Type: Dell Dual Core CPU @ 3.00 GHz
- Browser and Version: Firefox 10.0.3
- Screen Size and Resolution: 1440 x 900

Scale: 5 = Excellent, 4 = Very Good, 3 = Good, 2 = Acceptable, 1= Minimal, 0 =Unacceptable

Description	Points (1 to 5)	Comments
<u>Navigation/Interface Design</u> Interface is intuitive, interactions meaningful, and user is able to navigate easily to different parts of the movie	5	Great dog interaction set, interface is consistent. Only part of navigation I found less intuitive is the process of returning to the “lessons” (starts at first page) and then back to the dog interaction set (good detail to change the button text to indicate a return as opposed to a first click in navigating to the interaction set).
<u>User Location/ Orientation</u> User is kept informed about their location in movie	5	Each screen has a title that is appropriate to the material. No progression bar, not really necessary.
<u>User Control</u> User can control when information or animation is viewed, and when listening to audio; Can control order of interactions, and escape from places they unexpectedly find themselves in.	5	Audio controls work well and are consistent. Interactions are great, allow user choice, and quitting function works well.
<u>Consistency and Standards</u> User can perform similar actions throughout project; Project follows standards such as menu location, button and audio controls, etc.	5	Everything is very polished. Locations are consistent.

<u>Content</u> Language is familiar and comfortable for intended audience. Follows basic rules of spelling and grammar.	5	Well polished.
<u>Visual Design</u> Colors, backgrounds, buttons, and text work together to create a clear and easy viewing experience. Buttons and text are easy to read.	5	Color scheme is great, great polish on interface and interactions. The only thing I think would be better as a user is if the “previous” and “next” buttons were a little more visible/overt.
<u>Animation Quality</u> Animation works smoothly and appropriately	5	Everything works smoothly. Intro movie goes off without a hitch, although since the focus is on the animation, maybe making the buttons for the movie smaller? I love the timing mechanism of the interaction section.
<u>Error Prevention and Feedback</u> Verifies empty fields or incorrect input (ex. Input letters instead of numbers). The user receives meaningful feedback concerning the nature interactions (e.g. input, drag/drop interactions, incomplete actions, etc.)	5	Dog name has a check for empty field, interactions have great feedback!
<u>Technical Performance</u> All multimedia elements (e.g., sound, animation, images, etc.) within the movie worked appropriately	5	
<u>Overall Critique</u> Overall impression of the project, based on project requirements and creativity	5	Fantastic project, great interaction idea, if you were going to change anything, maybe creating an even more comprehensive navigation scheme would improve user interaction.
Total Points (50)	50	
Other Comments:		

Appendix B: Problem Rankings

Source (UT, PE)	Issue Priority (Low, Medium, High)	Issue Description	Recommendation	Changed (Yes/No)
PE	High	Even though the navigation is fairly linear, the user sometimes wasn't sure where, exactly, he or she was	Add "x of 5" or breadcrumbs to the page	Yes
PE	High	"Exit" button on "About" page does not work	Fix it	Yes
PE	Medium	User wasn't sure what section he or she is in	Add something to the top so the user can tell what section of the course he or she is in	No – While one user made this comment, none of the other peer reviewers seemed to have a problem with it (aside from wanting to know where they were within the information section, which was changed). There are already titles on every page, so I didn't think it was necessary.
PE	Low	Buttons on the title page are a bit bigger than they need to be	Make them smaller	Yes
PE	Medium	Previous/Next buttons are not as noticeable as they should be, since	Make them look more like buttons	Yes

		they are just text		
PE	Low	In Information screen #3, there is a small grammatical error	Change “Making” to “Make”	Yes
PE	Medium	Since the “Give Treat” button has a different function, it should look different than the other buttons	Change color of button	Yes
PE	Low	Show dog with treat when “Give Treat” button is clicked	Move treat to dog	No – I tried to implement it, but it didn’t work out very well so I decided to scrap it. “Give Treat” resets the treat to the box so that the user can do another trick, and giving the treat to the dog and making the user reset it adds an unnecessary layer of complication to the process.
PE	Medium	Content is light; more content needed	Add a video	Yes
UT	Low	Confusing to have to click “Change Collar Button” to change collar color	Make it so you don’t have to click that button	No – I think the button is clearly visible, and since nobody else had a problem with it (and I’m not sure how to do it without an onClick event handler for that button), I’m not going to change

				it. The functionality works as intended.
UT	Low	Nothing happens when you click "Exit" button and confirm you do want to exit	Have the window close or something happen	No – it's out of the scope of the project, in my opinion. I have an exit page that confirms that the user wants to exit, per the guidelines.
UT	Medium	Either sound volume is too loud, or video volume is too low; the user had to turn the video up to hear it, but when the sound came back on it was very loud	Decrease the volume of the music (even though there are volume buttons)	Yes

Appendix C: Summary of Users and Usability Tests

Participant 1

Participant 1		
User Profile	Age / Gender	29/M
	Internet Experience	Advanced
	Profession	Instructor, College level
Test Context	Usability Test Method	User read the “Observation script” (Appendix E), given a few minutes to familiarize themselves with the module, then walked through the three tasks
	Date of Test	April 28, 2012
	Platform / Browser	Windows 7, Firefox

Summary of Observations

	Task 1	Task 2	Task 3
Task Description	Navigate through entire module without problems	Name their dog and choose a collar color	Interact with three “training” activities
Time spent to complete the task(s)	8 minutes	1 minute	1 minute
*Difficulty rating in completing task	1	2	1
Errors or problems identified by a user	No problems.	Clicked on the text for “choose collar color” for a while before he figured out	No problems.

		that he had to click the color box.	
Overall user comments (likes and dislikes)	"Very informative and concise. I liked the video."	"It's sort of confusing that I have to click the box to change color."	"These were cool to watch, although they were basically the same for informational purposes." "Your animations look really good."

*Difficulty rating: 1 = easy, 2 = okay, 3 = difficult

Participant 2

Participant 2		
User Profile	Age / Gender	49/ Male
	Internet Experience	"Uber"
	Profession	Manager
Test Context	Usability Test Method	User read the "Observation script" (Appendix E), given a few minutes to familiarize themselves with the module, then walked through the three tasks
	Date of Test	4/30/2012
	Platform / Browser	Win 7 / Firefox

Summary of Observations

	Task 1	Task 2	Task 3
Task Description	Navigate through entire module without problems	Name their dog and choose a collar color	Interact with three “training” activities
Time spent to complete the task(s)	5 minutes	1 minute	1 minute
*Difficulty rating in completing task	1	1	1
Errors or problems identified by a user	“Sound could be louder in video.”	None	None
Overall user comments (likes and dislikes)	“Awesome advice.” “Either the music is too loud, or your video is too quiet.”	“The collar color selection is really neat”	“Nice, Clear instructions.” “Dragging the treat is really smooth” “I hit exit. What now? You should make the page close.”

*Difficulty rating: 1 = easy, 2 = okay, 3 = difficult

Participant 3

Participant 3		
User Profile	Age / Gender	15 / Female
	Internet Experience	Medium
	Profession	Student
Test	Usability Test	User read the “Observation script” (Appendix E), given a few minutes to familiarize themselves with the module, then

Context	Method	walked through the three tasks
	Date of Test	4/29/12
	Platform / Browser	Windows 7 / Chrome

Summary of Observations

	Task 1	Task 2	Task 3
Task Description	Navigate through entire module without problems	Name their dog and choose a collar color	Interact with three “training” activities
Time spent to complete the task(s)	5 min	1 min	2 min
*Difficulty rating in completing task	1	1	1
Errors or problems identified by a user	None	None	None
Overall user comments (likes and dislikes)	“I like the music” “Good information”	“Oh, it’s so cute!”	“I really like the animations.” “ That was so cool!”

*Difficulty rating: 1 = easy, 2 = okay, 3 = difficult

Appendix D: Usability Forms

Participant 1

	Strongly Disagree		Neutral		Strongly Agree
1. I think the Flash website was easy to use and navigate	1	2	3	4	5
2. I was not overwhelmed by the numerous options and complexity of the Flash website	1	2	3	4	5
3. The Flash website performed the way I expected	1	2	3	4	5
4. I found it easy to determine my location in the Flash website (i.e., path, linear or hierarchical order, etc.)	1	2	3	4	5
5. All interaction elements, such as buttons or movable objects, worked as expected	1	2	3	4	5
6. I thought the visual design was pleasing	1	2	3	4	5
7. The content was easy to understand and was	1	2	3	4	5

aligned with the purpose of the Flash website					
8. I found the technical functioning very good regarding audio, video, animation speed, and content display	1	2	3	4	5
9. The visual design and media (text, audio, video, and animation) work together to form one cohesive program	1	2	3	4	5
10. My overall experience with the Flash website was very good.	1	2	3	4	5

Participant 2

	Strongly Disagree		Neutral		Strongly Agree
1. I think the Flash website was easy to use and navigate	1	2	3	4	5
2. I was not overwhelmed by the numerous options and complexity of the Flash website	1	2	3	4	5
3. The Flash website performed the way I expected	1	2	3	4	5

4. I found it easy to determine my location in the Flash website (i.e., path, linear or hierarchical order, etc.)	1	2	3	4	5
5. All interaction elements, such as buttons or movable objects, worked as expected	1	2	3	4	5
6. I thought the visual design was pleasing	1	2	3	4	5
7. The content was easy to understand and was aligned with the purpose of the Flash website	1	2	3	4	5
8. I found the technical functioning very good regarding audio, video, animation speed, and content display	1	2	3	4	5
9. The visual design and media (text, audio, video, and animation) work together to form one cohesive program	1	2	3	4	5
10. My overall experience with the Flash website was very good.	1	2	3	4	5

Participant 3

	Strongly		Neutral		Strongly
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	Disagree				Agree
1. I think the Flash website was easy to use and navigate	1	2	3	4	5
2. I was not overwhelmed by the numerous options and complexity of the Flash website	1	2	3	4	5
3. The Flash website performed the way I expected	1	2	3	4	5
4. I found it easy to determine my location in the Flash website (i.e., path, linear or hierarchical order, etc.)	1	2	3	4	5
5. All interaction elements, such as buttons or movable objects, worked as expected	1	2	3	4	5
6. I thought the visual design was pleasing	1	2	3	4	5
7. The content was easy to understand and was aligned with the purpose of the Flash website	1	2	3	4	5
8. I found the technical functioning very good regarding audio, video, animation speed, and content display	1	2	3	4	5

9. The visual design and media (text, audio, video, and animation) work together to form one cohesive program	1	2	3	4	5
10. My overall experience with the Flash website was very good.	1	2	3	4	5

Appendix E: Observation Guide Script

Thank you for agreeing to join me here today so I can observe you using the website I am creating for my final project in Flash Authoring Systems. Your experience working with the Flash website will help me to refine the design and operation, which can make it easier and more effective to use. During this experience, please remember that you are not being tested. Rather, we are working together to help me create a better project. If anything I ask you to do seems difficult to you or confusing, this is not a reflection on your ability, skill, or knowledge; your experience will help me figure out what improvements are needed in my design.

In order for me to understand what you are doing and thinking about, I'd like to ask you to do a few things while you try out the website. The first, and most important, is that you should constantly verbalize what you are thinking about while you are doing something -- if you are confused, say what confuses you and why. If you like something (like text or design), please say so. For example, if you were trying to play an audio or video file, or open a link to another page or image you might say: "Now I am clicking on the audio link to play this song" If you encounter a problem, or are confused say something like: "this does not make sense to me, I can't get this video to play by clicking on the play button." Basically, I'd just like you to verbalize both the action(s) you are attempting, and what you are thinking while attempting it. Try not to ask me too many questions on how things *should* work, unless you are really stuck. Just try to perform the task(s) to the best of your ability.

Ok are you ready?... Do you have any questions before we start?

First, I'd like to ask you how much experience you have using computers and the Internet. Would you consider yourself a novice user, an average user, or an advanced user?

Ok, now let's begin. Please take a few minutes to explore the Flash website.

Now that you are finished exploring, here are some things I would like you to try...

- I want you to navigate through the entire module and let me know if you experience any problems with the navigation, or if you get lost. Remember to verbalize what you are doing and thinking while you work.
- I want you to name your dog whatever you'd like and choose a different color for its color. Remember to verbalize what you are doing and thinking while you work.
- I want you to work through each of the three training activities: sit, down, and speak. Remember to verbalize what you are doing and thinking while you work.

Well, that's it! We're done.

Thank you again for helping me figure out what might make my web showcase better. Do you have any questions or final thoughts?