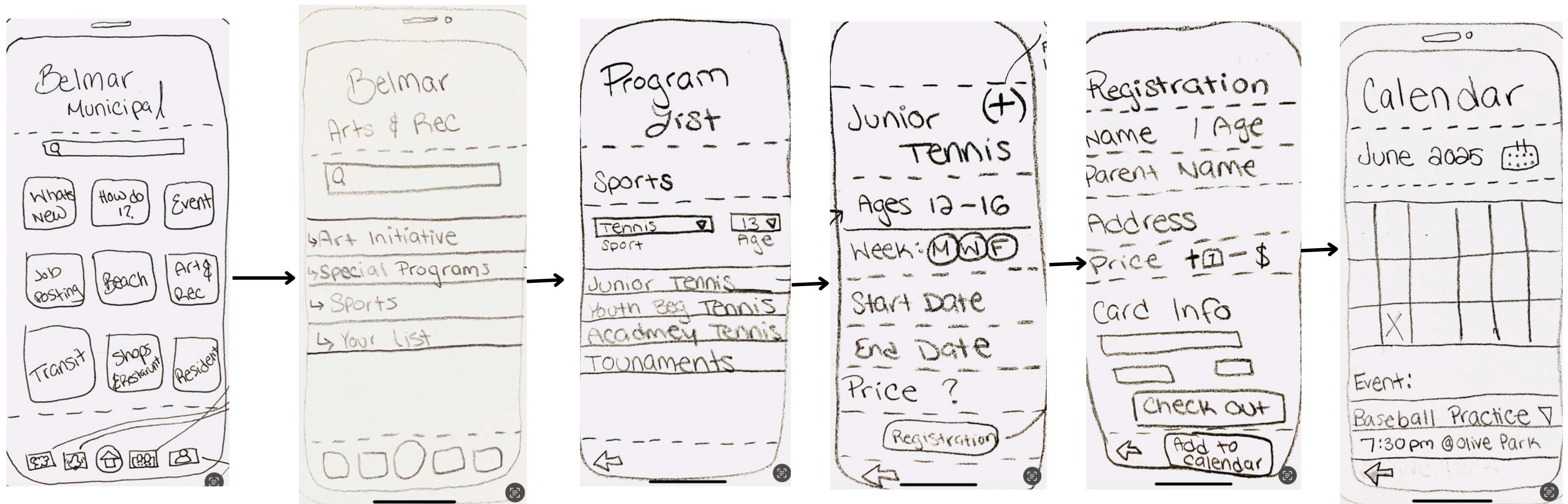
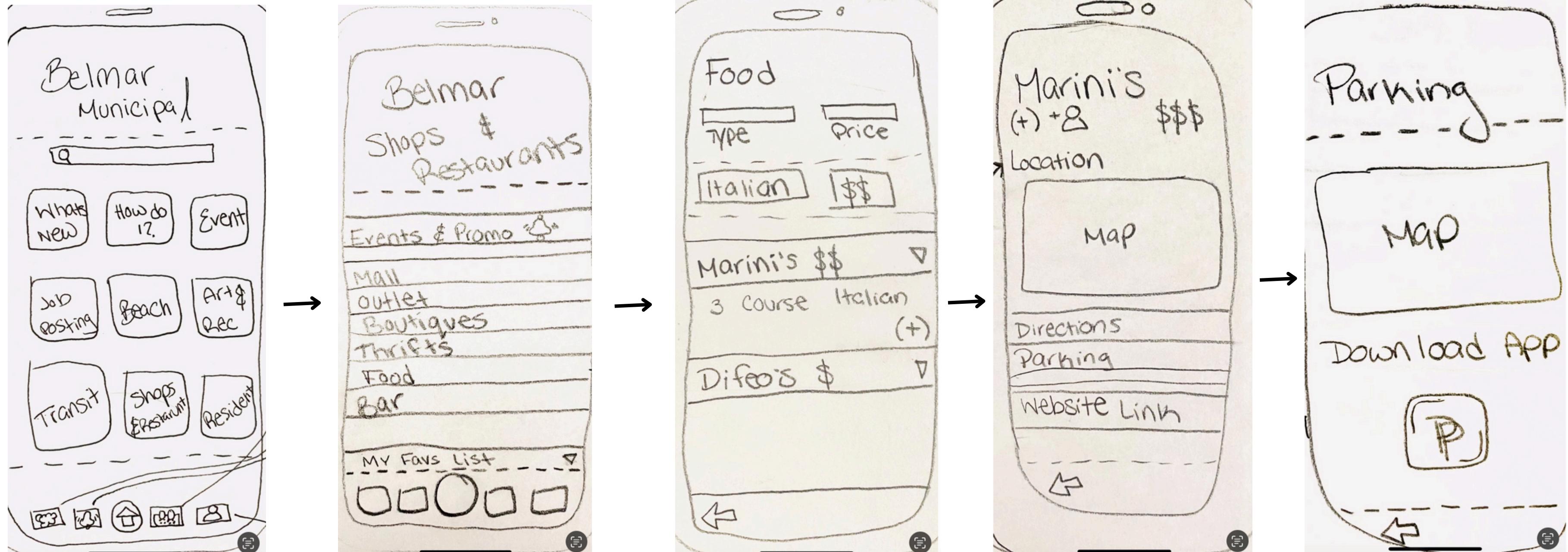


Test #1

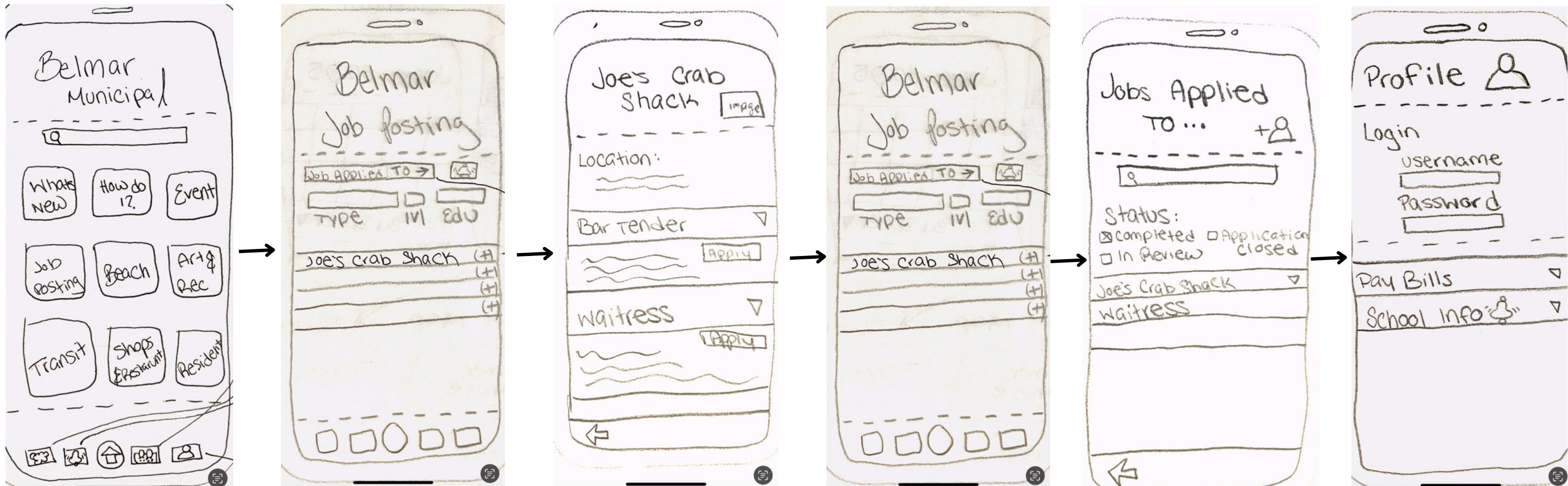
Sign up and Schedule your kid for junior tennis and Add to calendar.



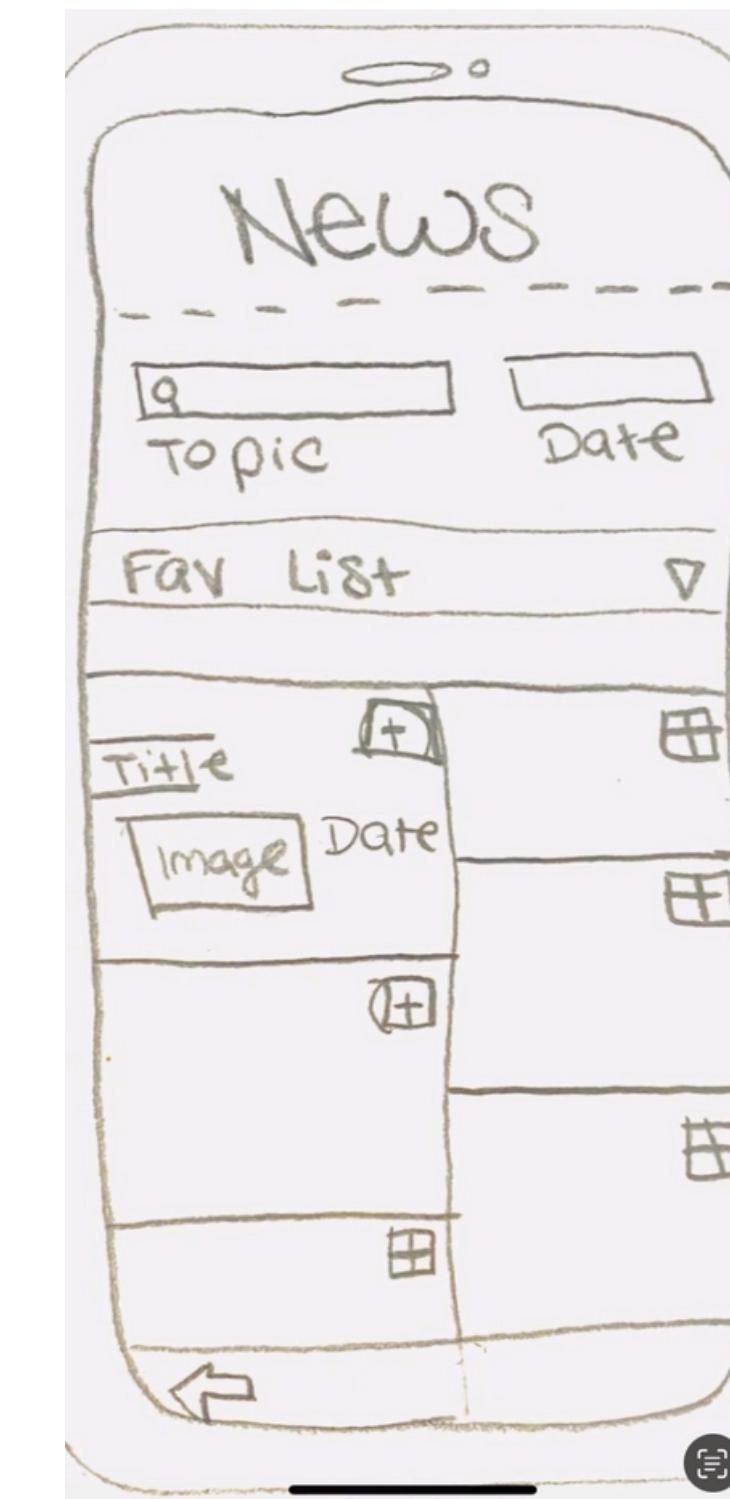
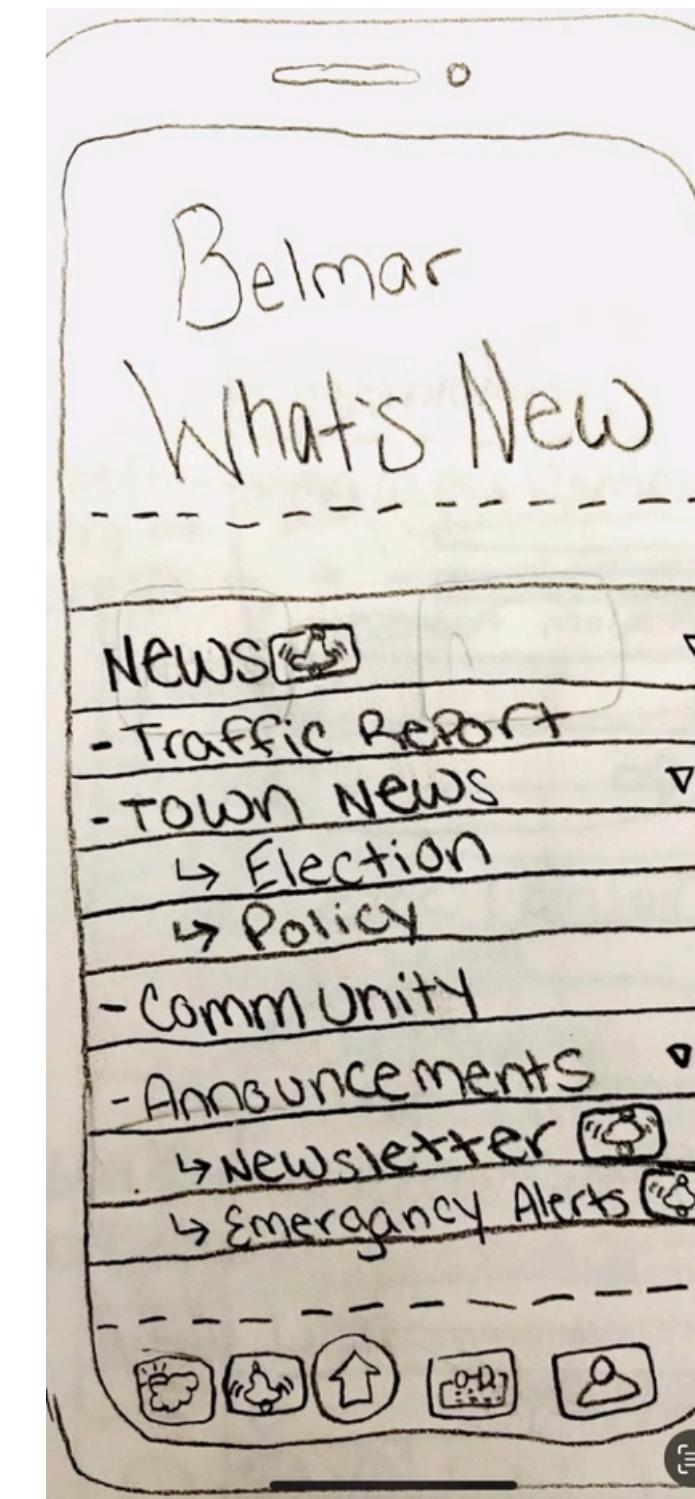
Find a local italian restaurant and find parking



Find a Job Posting and check your recently applied applications

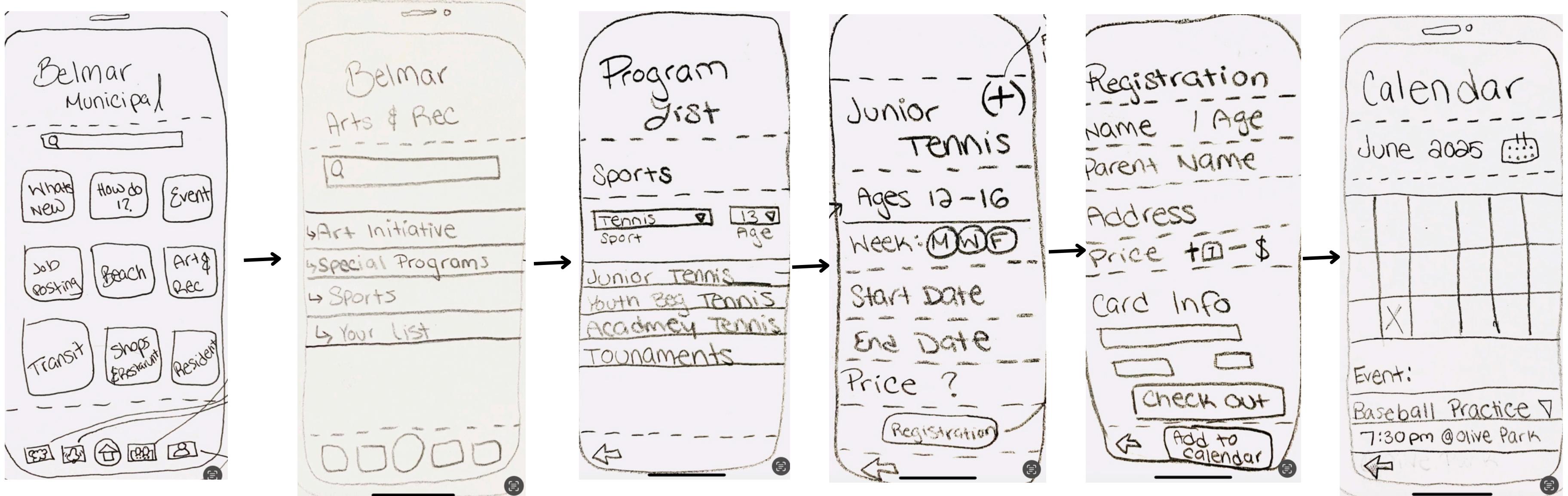


Check the news

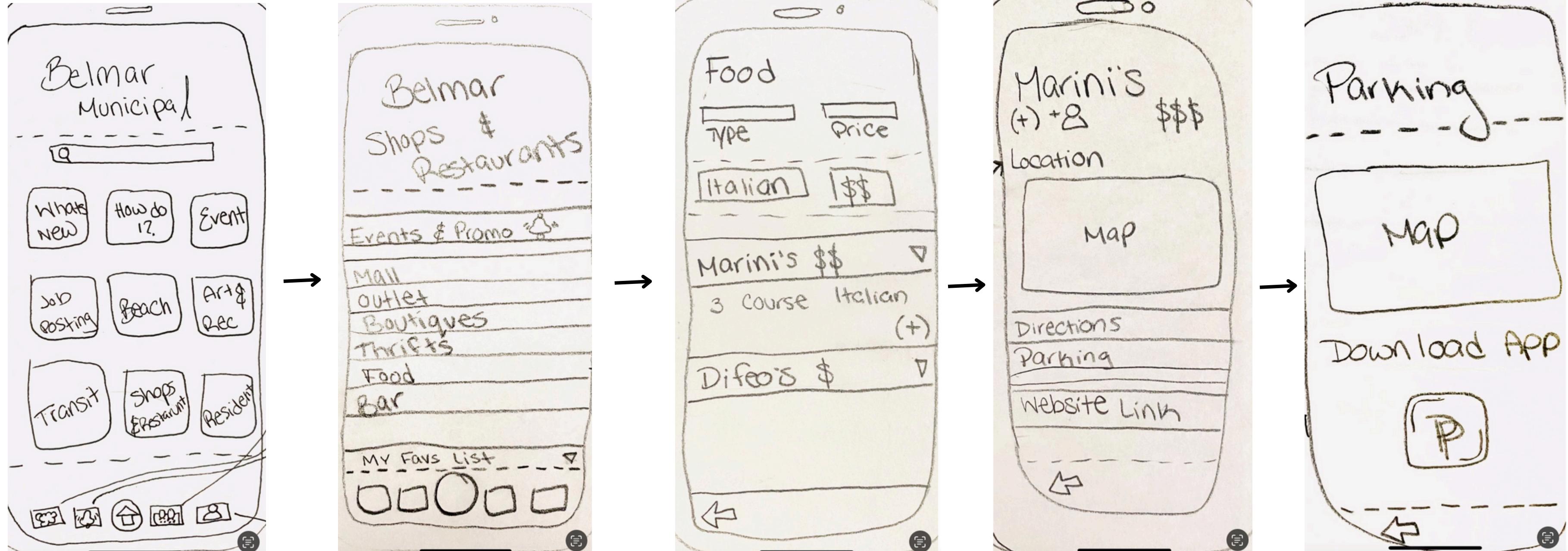


Test #2

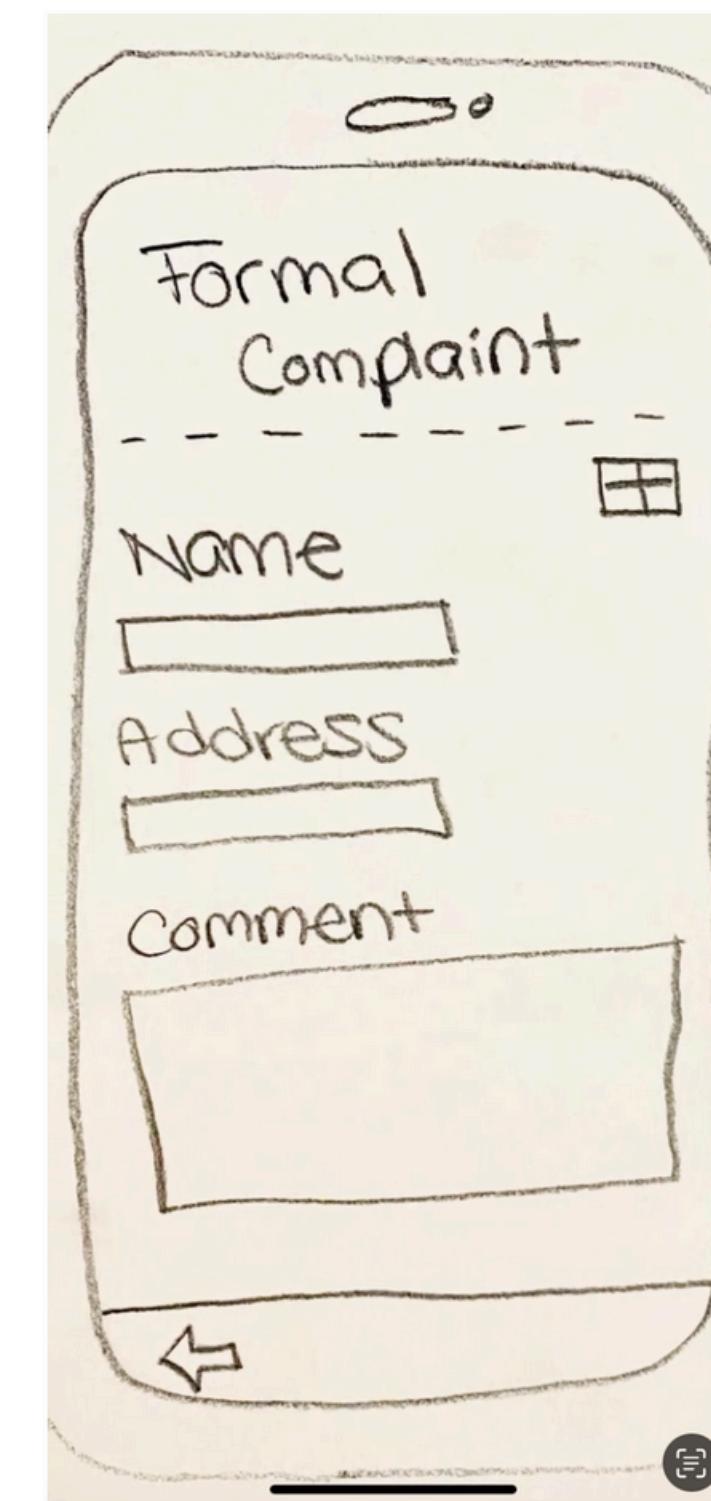
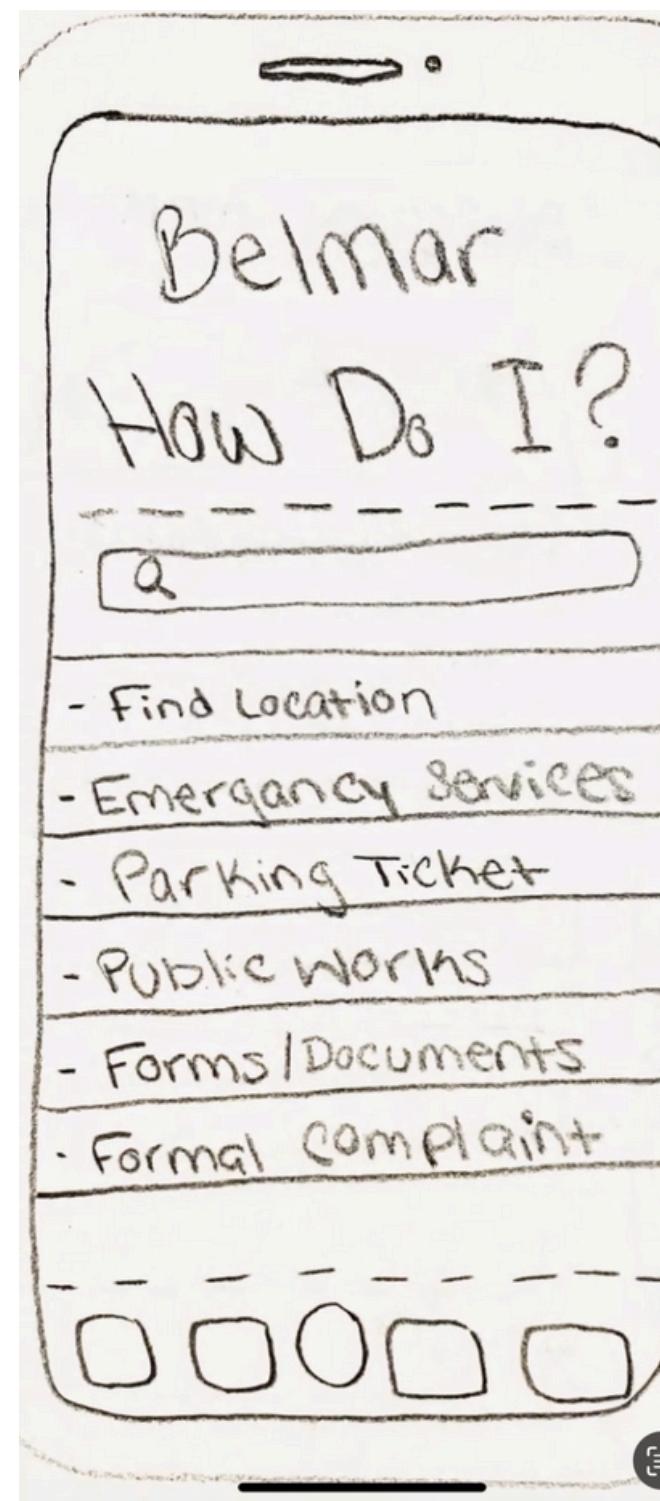
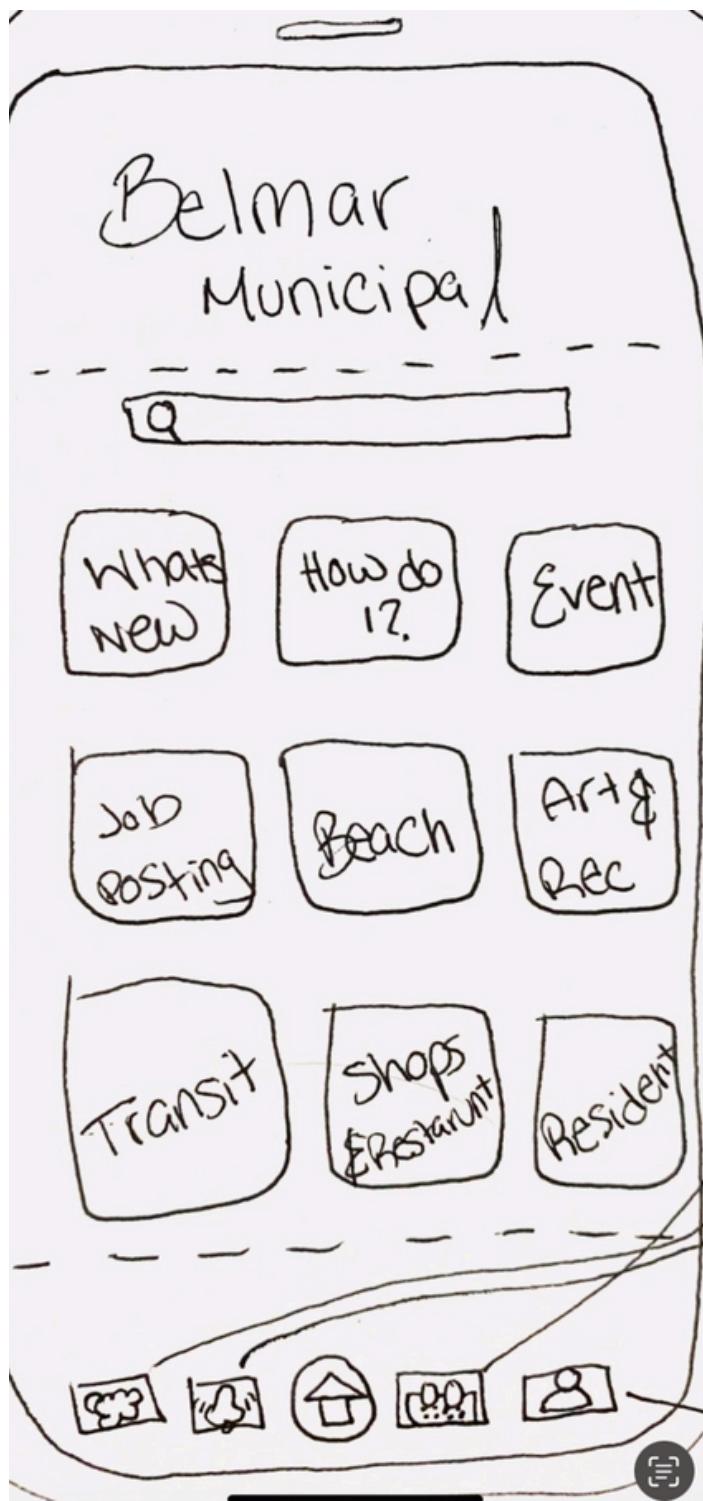
Sign up and Schedule your kid for junior tennis and Add to calendar.



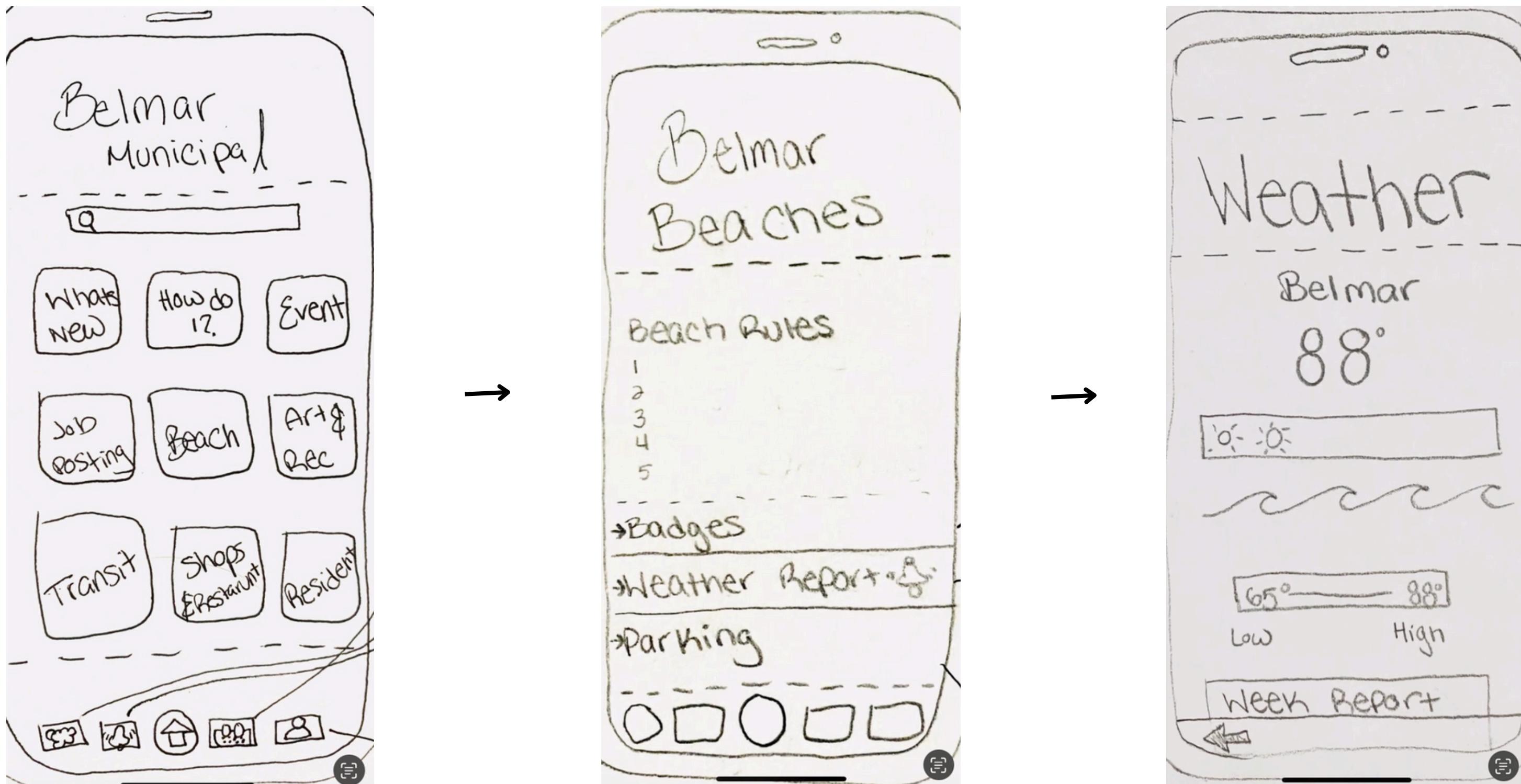
Find a local italian restaurant and find parking



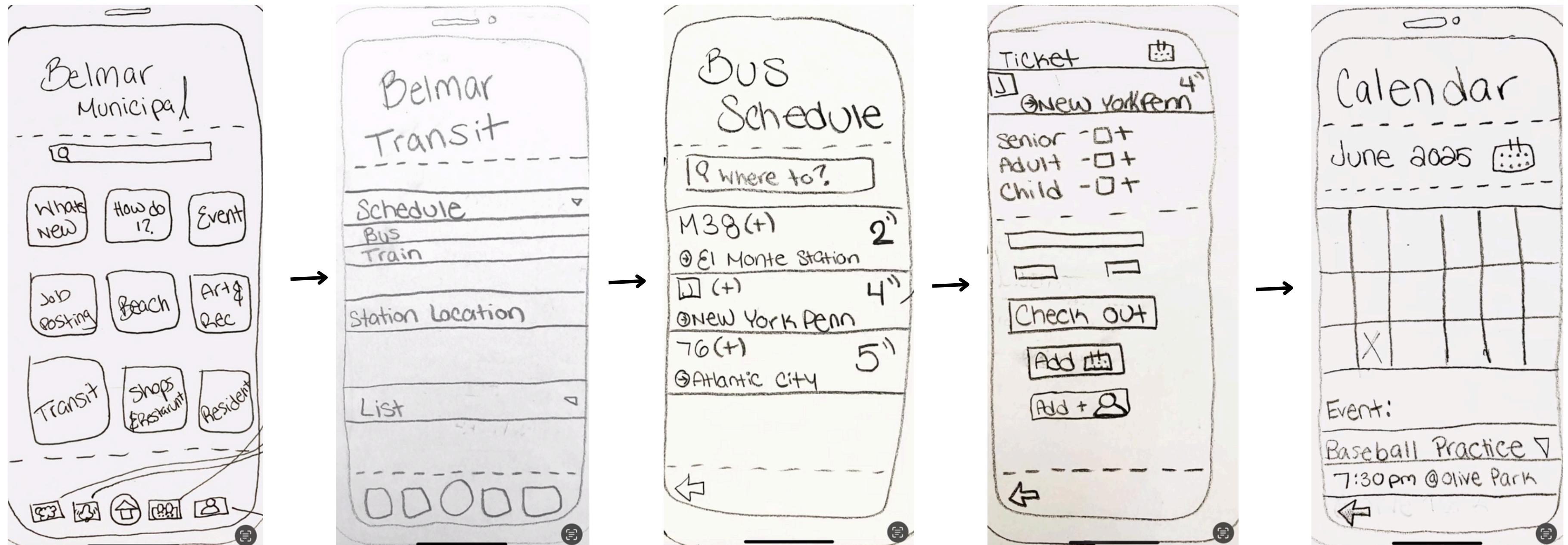
Make a formal complaint to the city



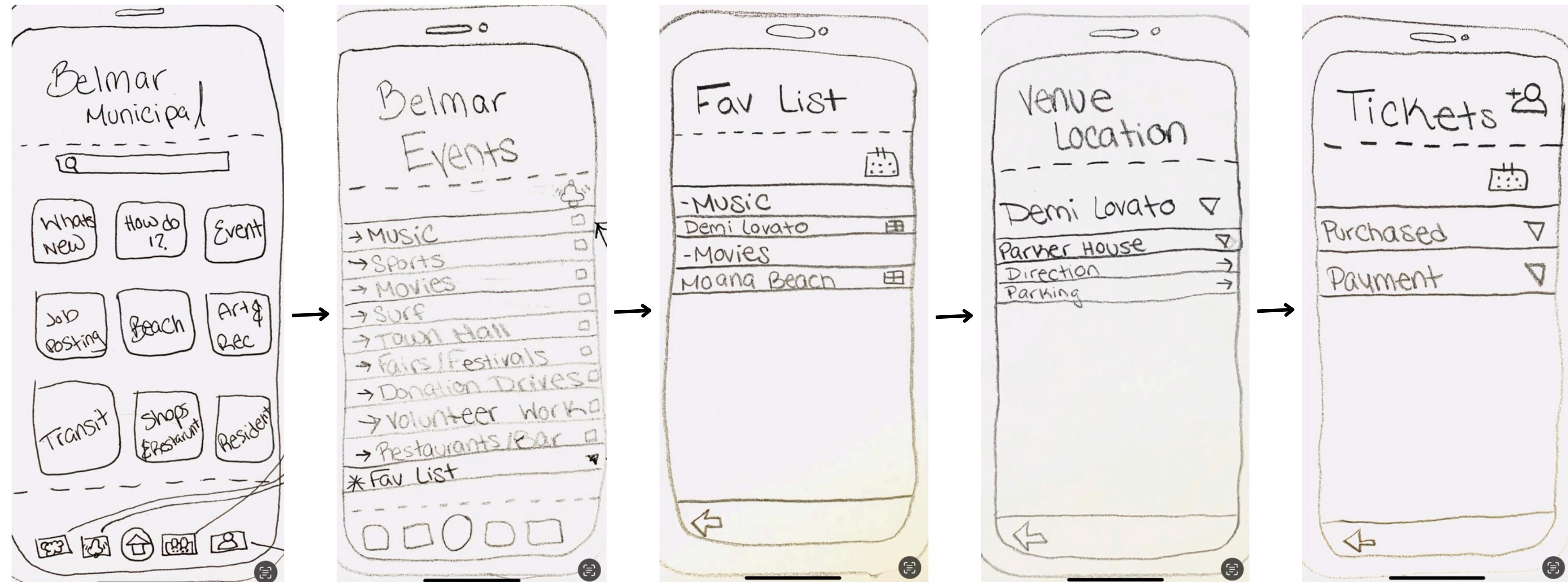
Find the local beach weather report



Check the bus schedule and add ticket to calendar



Tickets to Demi Lovato Concerts



Script

Hi, _____. My name is Chloe, and I'm going to be walking you through this session today.

Before we begin, I have some information for you, and I'm going to read it to make sure that I cover everything.

First off, We're asking people to try using an app that we're working on so we can see whether it works as intended.

One thing I was to make clear right away is that we're testing the site, not you. You can't do anything wrong here.

Throughout the process please try your best to think out loud: to say what you're looking at, what you're trying to do, and what you're thinking.

If you have any questions as we go along, just ask them. 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. And if you need to take a break at any point, just let me know.

With your permission, we're going to record what happens on the screen and our conversation. 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 the people working on this project.

Do you have any questions so far?

Before we look at the site, I'd like to ask you just a few quick questions.

First, what's your occupation?

What do you do all day?

Now, roughly how many hours a week altogether—just a ballpark estimate—would you say you spend using the Internet, including apps, at work and at home?

Do you have any favorite apps?

We're done with the questions, and we can start looking at things. Click on the bookmark for the site's Home page. First, I'm going to ask you to look at this page and tell me what you make of it: what strikes you about it, whose site you think it is, what you can do here, and what it's for. Just look around and do a little narrative.

Thanks. Now I'm going to ask you to try doing some specific tasks. I'm going to read each one out loud. We'll learn a lot more about how well the site works that way. And again, as much as possible, it will help us if you can try to think out loud as you go along.

1. Sign up and Schedule your kid for junior tennis and Add to calendar.
2. Find a local italian restaurant and find parking
3. Find a Job Posting and check your recently applied applications
4. Check the news

Do you have any questions for me, now that we're done? Stop the screen recorder and save the file. Thanks.