

Participant Introduction

[Welcome the participant, offer them tea or coffee. Offer the opportunity to use bathroom facilities.]

Thank you for coming today.

My name is [name]. We're working on the design for [product], and as part of the process we're asking a variety of people to attempt various tasks using it to see what elements of the design need to be changed.

I'd like to stress that we're testing the product, and not your abilities. If you find parts of the product difficult to use or understand, so will other people, and it will be our job to make sure we make the appropriate changes to improve it.

As you use the product, there will be other people observing, and I'll introduce you to them now.

[Introduce participant to observers – even if they are in another room].

Today's session will last for approximately one hour. If you want to stop for a break at any time, just say so.

If Videotaping

We want to videotape today's session, so that we can analyse the data in depth at a later stage. The videotape will not be used for any other purpose.

Please read and sign this consent form, which states that you give us permission to videotape.

[Administer consent form.]

Explain any equipment

[Offer a brief explanation of the product and any ancillary equipment.]

Introduce tasks

We have a total of [number] tasks, and I'll give them to you one at a time.

I'll be asking you to 'think aloud' as you work. For example, if you don't know what something is for, please say 'I don't know what this is for', or something similar.

I may also prompt you from time to time to ask you what you are thinking.

Do you have any questions before we begin?

Task 1

At this stage, we will start the videotape.

[Present participant with the first task. Read it aloud also.]

[When complete.] Thank you. We'll now move to the next task.

Task *n*

[Present each task in the appropriate order]

Task completion and questionnaire

Thank you. That completes the tasks.

[If videotaping.] We will now stop the videotape.

I have a brief questionnaire here that I'd like you to complete. The information you provide is for our use only. Your name is not stored with the questionnaire data.

Debrief

Once again, I'd like to say thanks for coming today.

[Give the participant their payment at this time, if applicable.]

Do you have any comments or questions about today's session?