

Young People

Script

Hi, _____. My name's _____, and I'm going to be walking you through the 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. You probably already have a good idea of why we asked you here but let me go over it again briefly.

We're asking people to try using an early design of the app that we're working on, so that we can see whether it works as intended. The session should take around 45 minutes. The first thing I want to make clear right away is that we're testing the site, not 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 work your way through the scenarios, I will be recording any issues with the design. Also, please don't worry that you're going to hurt our feelings. We're doing this to improve the app, so we need to see your honest responses.

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.

You may have noticed the laptop here. 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. It also helps me, because I don't have to take as many notes.

Do you have any questions so far?

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

First,

- 1) *Can you tell me your age?*
- 2) *What digital course are you taking?*

OK, great. We're done with the questions, and we can start looking at things.