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| * Have Chrome (MSIE or Firefox) Ready * Web Browser should be open to Google |

Hi I’m Bruce

We’re asking people to try using a Website that we’re redoing so we can see whether it works. The session should take about **10 minutes**.

**We are testing the site, not you**. **You can’t do anything wrong here**.

When using the site, **I’m going to ask you as much as possible to try to think out loud: to say what you’re looking at, what you’re trying to do, and what you’re thinking about the Site.**

**Please don’t worry that you’re going to hurt our feelings**. We’re doing this to improve the website, so we need to hear your honest reactions.

If you have any questions, just ask them. I may not be able to answer them right away.

I’m going to ask you to sign a permission form for us, 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 website, and it won’t be seen by anyone except the people working on the website.

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| * Give them the permission form and a pen * While they sign it, START the SCREEN RECORDER |

OK. I’d like to ask you just a few quick questions before we look at the site.

* **How often to do browse on the Web each week?**
* **What devices do you use?**

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| * Click on the bookmark for nait.ca/ctc |

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.

You can scroll if you want to, but don’t click on anything yet.

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| * Allow this to continue for two or three minutes, at most. |

**Now I’m going to ask you to try doing some specific tasks**. I’m going to read each one out loud and give you a printed copy. I’m also going to ask you to two tasks without using Search.

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| * Hand the participant the 1st Task, and read it aloud. * Allow the user to proceed until you don’t feel like it’s producing any value or the user becomes frustrated. * Repeat for the 2nd Task (Optional) |

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| * Stop the screen recorder and save the file. * Give them their incentives |

**Thanks that were Very Helpful**.

You are interested in taking part-time Web Design Training, can NAIT Help?

You want to sign-up for an introductory course in Web Design, please find a course and Sign-Up for that Course.