

# Moderator's Script

## 1. Welcome (2 min)

Hi [participant name], thank you for being a part of the session today. How are you?

I'm [name] and I'll be guiding you through the session.

I'm here with [names of teammates] and they'll be helping me by taking notes.

**[Teammates say hello.]**

You've been referred to us by Special Olympics Ontario as a [participant role].

[If athlete] What sport do you play?

[If volunteer]: What's your role?

We're going to be testing the Healthy at Home website to see what works well and doesn't work well. It might take about 30 minutes.

Then we'll ask questions about how you feel about the website and the Special Olympics. It might take 15 minutes.

If there's anything that will make you more comfortable during this process (such as adjusting the screen brightness or changing the physical setup) please let us know.

Do you have any questions or concerns?

Remember that we can stop at any time, and you can let me know if you need a break, or if any questions come up for you.

Are you ready to begin?

Can we record this meeting? We won't share the recording outside of our team. If we report the results, you'll be totally anonymous.

***If the participant agrees, select Record to the Cloud.***

***If not already done, give co-hosting and screen-sharing privileges to the participant.***

## 2. Navigating Zoom

Are you familiar with Zoom?

***If 'Yes,' skip to the opening questions. If 'No,' highlight the features that we're going to use.***

1. If you hover your mouse on the Zoom window, you can see the options bar at the bottom on the screen.
2. If you select Chat, you can view the chat panel on the right-hand side of the screen. This is where I would post links.
3. If you click the green rectangle button with the arrow facing up, you can share your screen.

## 3. Opening questions (3 min)

Before we get to the tasks, I have a few preliminary questions.

1. Have you ever visited this website before?
2. When was the last time you visited this website?
3. How often do you use this website in a week?
4. What do you usually do on this website? Why did you visit the website?
5. Did you find what you were looking for? How easy is it for you to find stuff you need?
  - a. What was your experience like?

## 4. Usability testing (30 min)

For the usability test, I'll be asking you to do three tasks.

We'd like you to describe what you're doing and what you're thinking, so we can understand your thought process better.

We didn't create the website, so you don't need to worry about offending us. You can be completely honest.

Remember that we're testing the website, not you.

While you're completing the tasks, we'll be asking you to share your screen. As the moderator, I'll ask you questions during and after each task.

I'll ask you to rate your experience from 1-5.

I'll show it on your screen.

***Share the screen to show the scale.***

## **Set up screen-sharing**

If you haven't already, please visit the Healthy at Home website.

***In the Zoom chat, paste the link. Make the participant a meeting co-host.***

Do you know how to set up screen-sharing?

***If 'Yes,' skip to the tasks.***

Along the bottom of the Zoom window, there's a toolbar. Do you see the Screen Sharing button?

Do you see a pop-up window that shows a picture of the home page?

### **Prompting questions during think-aloud**

[Use throughout the usability testing]

- What are you looking for?
- What are you clicking?
- What are you expecting to see?
- What do you see?
- Is there anything unexpected or missing on this page?
- What are your thoughts here? Where would you click?
- Is this what you expected?
- [Closer] Have you found what you're looking for?

## Task 1: Finding activity (10 min)

If you were bored and wanted to find something interesting on the website, what would you look for?

### Post-task questions



1. How do you feel about this task?
2. How would you rate this task on a scale of 1-5 (with 5 being easy)?
3. What was your biggest obstacle?

## Task 2: Finding recipe (10 min)

The website contains recipes for you to try at home. Where would you find them?

*Home / Stay Active / Cooking*  
*Home / search*

### Post-task questions



1. How do you feel about this task?
2. How would you rate this task on a scale of 1-5 (with 5 being easy)?
3. What was your biggest obstacle?

### Task 3: Finding event (10 min)

How would you find events that are scheduled this week? Are there any events that interest you?

*Home page / Virtual Calendar*

#### Post-task questions



1. How do you feel about this task?
2. How would you rate this task on a scale of 1-5 (with 5 being easy)?
3. What was your biggest obstacle?

## General questions about website

1. How would you rate the overall look of the website (on a scale 1 to 5)?
2. How would you rate your overall experience with the website (on a scale of 1 to 5)?
3. Did you like anything about the website? (If so, why?)
4. Did you dislike anything about the website? (If so, what and why?)
5. Based on your experience, would you be more or less likely to use this website?

## 5. Semi-structured interview (15 min)

The focus of study is the website, but we also want to know how the Special Olympics fit into your life.

1. **Meaning:** What does the Special Olympics (in general) mean to you?
2. **Connectedness:** How do/would you connect with the Special Olympics and its people?
3. **User need/job-to-be-done:** What do/would you want from the Healthy at Home website? How does/should the website make your life better?
4. **Pathway:** How do/would you get to the website?
5. **Usage:** Whenever you find useful content [**give example**], what (would) do you do with it? How do/would you use it?

## 6. Closing

Thank you for participating in our session today! We have learned a lot from your feedback. Do you have any questions or comments?