

IF AT ANY TIME THE PARTICIPANT DENIES OR REINDS CONSENT, THANK THEM AND SEND THEM OFF WITH A COOKIE.

IF PARTICIPATINT IS TOO EARLY: Thank you very much for coming. We're just finishing a bit of set up. We'll be sure to start by your scheduled appointment time.

At appointment start: Welcome to the TransLoc Usability test. I'm [INSERT YOUR NAME HERE] [AND THIS IS [INSERT RECORDER NAME HERE]].

You're [INSERT NAME HERE] right?

(Wait for affirmative response)

Awesome! You can just come have a seat with me right here.

[INSERT SMALL TALK HERE]

So, first things first. I'll give you a little bit of information about the study, so that you can make an informed decision about whether or not you want to participate. (BRING OUT TWO COPIES OF IRB FORM) You'll be sent home with a copy of this document so that you can review the information at any time.

This study is being conducted as part of a class assignment. You'll be helping us in testing the user interface of the TransLoc app, the app used as a companion app for the Big Owl Bus here on campus. You can email us at any time using this email here (point). You can also stop me any time you have a question or concern.

If you agree to participate, you'll be asked to complete three tasks with the TransLoc app while you voice all your thoughts while interacting with the app. With your permission we will record this process. You can consent to voice recording only if that is your preference. After you complete the three tasks, you'll be asked to rate the usability of the app in ten categories. Several other questions will be asked as well.

Participation in each portion of the study is optional. You can withdraw your consent at any time. Do you understand?

(Wait for affirmative response)

The only risk you take on by participating in this study is possible frustration with the app. It isn't perfect, and that's why we're testing it.

Possible benefits from your participation in this study include helping us researchers in pinpointing specific UI issues with the TransLoc app.

As a small thank you for your interest in this study, we will offer you a homemade cookie when you leave. Please let me know if you have any dietary restrictions.

All data gathered from you during this study will be linked to an identification number. This number will only be linked to your name on the pretest questionnaire you filled out prior to your appointment today. Those questionnaires will be destroyed and deleted no later than May 3rd. We will not submit the original questionnaires to our professor. There is still a small risk that your information could be accidentally disclosed to people not associated with the research despite these efforts. Additionally, if you consent to it, we will use clips of the recordings of our session today in our highlight video we will present to our class. If you would like, I can give you a complete class list of our session so that you know exactly who will see that presentation before you make a decision on it.

Any questions or concerns about confidentiality should be forwarded to our professor, Dr. Arnett, at this email address (point).

If you agree to participate, please sign and date here.

(WAIT TO SIGN AND DATE, THEN SIGN AND DATE YOUR OWN NAME, THEN FLIP TO THE SECOND SET OF IRB PAPERS)

Alright. Now this is the same exact document as the one we just went over. Please sign and date here as well. This will be your copy of this form.

(WAIT TO SIGN AND DATE, THEN SIGN AND DATE YOUR OWN NAME, THEN HAND THEM THEIR COPY)

Ok. This next document is the recording consent. Choose yes or no for voice recording, video recording, and for using those recordings in our final presentation, then initial next to each. When you're done, please sign and date.

Awesome. Now, before we begin, do you have the TransLoc app installed in your phone?

IF YES: Awesome.

IF NO: Would you be comfortable downloading it? If not, we can provide a phone for you to interact with the app on.

IF YES: [SHOW THEM HOW TO DOWNLOAD VIA KSU's OFFICIAL SITE]

IF NO: That's perfectly alright. We'll have that set up for you when you need it.

Now, Let's begin by reviewing the questionnaire you filled before this appointment.

Are you 18 years of age or older?

(Wait for affirmative response)

Are you enrolled at KSU this semester?

(Wait for affirmative response)

What is your KSU email address?

(Make sure this matches)

Have you ever ridden the Big Owl Bus?

(Make sure this matches)

IF THEY ANSWERED YES: Have you ever ridden the Kennesaw-Marietta route?

(Make sure this matches)

IF THEY ANSWERED YES: How often do you ride that route?

(Make sure this matches)

Have you ever used the TransLoc app before?

(Make sure this matches)

IF THEY ANSWERED YES: How often do you use the app?

(Make sure this matches)

Thank you. These next questions are just demographics. You can decline to answer any or all of them.

Are you a graduate or undergraduate student?

(Make sure this matches)

Are you a [INSERT THEIR COURSE LOAD ANSWER HERE] student?

(Make sure this matches)

Are you [INSERT THEIR AGE ANSWER HERE] years old?

(Make sure this matches)

Do you have regular access to a vehicle or which you are the primary driver?

(Make sure this matches)

..... maybe we continue with this....

Thank you so much. Now here is a brief little questionnaire for you to fill out before we begin. I'll just be over here if you have any questions or need me for anything while you fill it out. You can get my attention by calling my name, raising your hand, or even just raising your hand, whatever you feel more comfortable with.

(Wait quietly in a corner for them to finish)

Ok awesome.

(Put their pretest questionnaire away)

Now we'll get to the study in earnest. During your interactions with the TransLoc app, we would like you to implement Think Aloud Protocol. This means saying any and everything that comes to mind as you go through the task. Not just what you're doing or clicking on, but what motivated you to interact with it that way. What catches your attention, what did you overlook the first time? What annoys you, what do you like? During this whole scenario, [INSERT DATA LOGGER'S NAME HERE] will be making notes on your

key observations just in case the recording is insufficient or has any technical issues. Do you have any questions about think aloud protocol?

(Wait for affirmative)

IF THEY NEEDED TO BORROW A PHONE FOR THE DEVICE: Here's the device you need to complete the tasks.

IF THEY DOWNLOAD THE APP: Has the TransLoc app finished downloading?

IF THEY ALREADY HAD IT INSTALLED: Please open the TransLoc app now.

[MAKE SURE THE APP IS WORKING PROPERLY FOR THEM]

Now the first task we would like you to try is Choosing a route. You can get my attention at any time during or after your finished by calling my name or raising your hand . Please try to choosing the Kennesaw-Marietta route now, while thinking aloud the whole time.

(Wait patiently for them to complete the task)

Thank you. The next task we need you to complete is tracking a bus. [REMIND THEM HOW TO GET YOUR ATTENTION IF YOU THINK THEY NEED IT]. Please try to track any bus on the Kennesaw-Marietta route now, while thinking aloud the whole time.

(Wait patiently for them to complete the task)

Thank you. The next task we need you to find the next bus which will arrive at a stop. [REMIND THEM HOW TO GET YOUR ATTENTION IF YOU THINK THEY NEED IT]. Please try to find the next bus scheduled to arrive at the student center on the Kennesaw-Marietta route, while thinking aloud the whole time.

(Wait patiently for them to complete the task)

Thank you so much. We're almost done. Please fill out this form. It will give us a score for the overall usability of TransLoc's user interface. Please let me know if you need any assistance.

(Hand SUS form)

Thank you. Now just answer these few last questions and we'll be finished!

(Hand post-test questionnaire)

Thank you so much for all your help today. Here is a homemade cookie! We're all done.