

Moderator's Guide

Konstella App

Hello, my name is Irina Raven and I will be working with you today. Today, we will be evaluating Konstella app by having you work with it and I will ask you to complete some tasks and to find some information. I would like you to work like you naturally would, if I was not here. Just do what you normally would do, and I will observe and take notes.

Before we start, I want to tell you that you can't make a mistake or do anything wrong here. Difficulties you may run into reflect the design of the app, not your skills or abilities. Where it works well, that's great. If you have a problem using parts of it, that is also great, because you will help me to identify these places.

I did not create the app, so please do not feel like you have to hold back on your thoughts to be polite. You are not going to hurt my feelings. I am a researcher, not a designer, and the main thing to keep in mind is that I am here to learn from you. Please share both your positive and negative reactions.

We are going to use your comments and data as well as comments and data from the other participants for academic purposes. Your comments and thoughts will help me to complete my research project.

While you are working, I would like you to think aloud. In other words, I would like you to tell me what you are thinking, describe the steps you are taking, what you are expecting to see, why you are doing what you are doing, what you are going to do, and why. Tell me why you tap on something or what you expect to happen. Tell me if you are looking for something and what it is and whether you can find it or not.

Then, at the end of the session, you will complete a questionnaire about your experience using the app. And then I will ask you some questions about your experience. The entire session should last between 30-45 minutes.

I am going to record the session - recordings are mostly used by me, to go back and review what we said or did here today. I will never share your name or personal information.

Thank you!

Do you have any questions?

Ok. Before we start, please read over these consent forms and sign them to indicate that I have told you everything you need to know about this study and that you agree to record the study.

Please let me know if you have any questions.

Ok, thank you!

Is it ok if I start the recording?

Ok, let's get started!