**Introduction**

Hello, *<participant’s name>*. My name is *<moderator’s name>*, and I'm going to be walking you through this session today. We also have observers in another room watching this session. They will be taking notes throughout the session.

You probably already know, but I would like to say again why we are here: We're testing a website that we're working on to see what it's like when people use it.

I want to make it clear right away that we're testing the website and not you. There are no wrong answers here. We want to improve the system, so we need to see how you really use it.

As we go along, I'm going to ask you to **think out loud**, to tell me what's going through your mind. This will help us understand your thought process.

If you have questions, just ask. I may not be able to answer them right away, since we're interested in learning how people interact with our website when they don't have someone sitting next to them, but I will try to answer any questions you still have when we're done.

If you would, I'm going to ask you to sign something for us. This form outlines your rights as a participant, compensation amount, and the length of the session.

With your permission, we would like to record this session. You may select whatever you are comfortable with *<point to recording options>.*The recordings will be used only to help us figure out how to improve the site, and it won't be seen by anyone except the people working on the project.

We ask that you do not provide any information during the session that can make you identifiable. In case you were wondering, here’s what we mean by [personal information](https://www.ontario.ca/page/user-research-guide#what-is-personal-information) *<point to personal information section>*. We do not record your name with the feedback you provide during the study, and we take care not to record any personally identifiable information

*<Ask participant to sign consent form>*

Do you have any questions before we begin?

**Background information questions**

Before we look at the site, I'd like to ask you just a few quick questions. First, have you heard of *<this program>* before? If yes, how did you hear about this program?

Good. Now, how would you rate yourself based on “[My Digital Abilities](https://www.dropbox.com/sh/ku5kt35fyl7a2fe/AABWuybfmn7gHu_WwAvc7G2va?dl=0&preview=ODS-MethodCards-2017.pdf)” scale? Please explain your score.

*<Question applicable only if you are testing on existing product*> How familiar are you with *<this tool>*? When did you last use this?

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

**Usability test**

First, I'd like you to look at this page and tell me what you think it is, what strikes you about it, and what you think you would click on first.

For now, you’re welcome to scroll through the page but don't actually click on anything yet, just tell me what you would click on.

Do you usually like to go in person, online, call in? Walk me through how you would usually go about finding the information.

And again, as much as possible, it will help us if you can try to think out loud so we know what you're thinking about.

*<From this point it's up to you. Ask them to consider the elements of the site and ask for their verbal feedback every step of the way>*

*<Task design>*

**Wrap up**

We are done with the session today. Do you have any further questions for me?

As promised, here’s your compensation. I will just need you to sign this form as proof that you were compensated for participating in this study.

*<Ask participant to sign form>*

Thank you so much for your time.