Scripts used during facilitation

1. **Welcome / Introductions / Forms Check**

   - Welcome [Candidate]

   - We appreciate your time in visiting to support our research.

   - My name is [Test Moderator].   Together with my research partners [Test Minder], [Test Scribe] and [Test Observers], we are a grad student research team studying at the University of Washington Human Centered Design and Engineering department.

   - Before we get started:

     o Just need to confirm we have the right volunteer today.   May I see your identification so we can confirm?

     o Great!   I also need to double check that you have signed the Non-disclosure Agreement and Liability Release.

     o Did you have any questions or concerns about those documents?

2. **Goals of Research**

   - As you may recall we are studying novel ways to help people navigate through unfamiliar neighborhoods as part of a larger development effort around new location-based game designs for games like Pokemon Go

   - Today we are going to give you some navigational challenges around this neighborhood and test two different methods for providing clues to how to reach a nearby point of interest.

   - While you are exploring we ask that you "think out loud".   That is, to verbalize what is going on in your head so that we have a clear understanding of what you are experiencing. [Explain the 'how many windows in your house' method of thinking-aloud if they don't get it]

   - Do you have any questions so far?

3. **Live Link Overview**

   - In order to monitor your progress and to communicate with you as you explore, you will be equipped with this lightweight backpack.

   - The backpack will stream your point-of-view through this camera and will stream what you see on this smartphone back to this office.

   - The backpack is very lightweight and is worn like this. [demonstrate how to put it on]

- Ready? Looks good! **Can we get a photo of you with the gear on?**

- You can see what we see and hear on this monitor here.

- I will be primarily communicating with you throughout the test. You will hear me through your headphones and I can hear you when you speak.

4. **Last Minute Pre-Test Instructions**

- This is [Test Minder]. He/She will be walking with you a few steps behind to make sure you are safe throughout the test. [Test Minder] will only speak with you if something goes wrong with the backpack where you can't hear me. They will also intervene if they think you are in an unsafe situation such as about to cross a road against the traffic light.

- The test will contain two navigational challenges. After each challenge, you will return back to the starting location.

- Once you have completed both tests, we'll debrief about your experience. I'll ask a few questions to follow up on some of our observations, and then we'll get you on your way. The whole test should take about 45 minutes.

- Exit to the street with the Minder, and once you're there I'll give you further instructions. [Once out of office] Can you hear me OK? [debug comma if necessary]

NOTE: The following two challenges will be alternated with each participant. The challenges should be roughly equal in distance and complexity.

5. Challenge A - Photos

Pre-challenge Instructions:

- In this challenge, you will be attempting to navigate to a nearby point of interest using only a sequence of photographs of nearby landmarks to guide you.

- When we begin you will see a photograph on your device for a nearby landmark. When you arrive near that landmark you will hear a bell sound and the next photograph of a new landmark will appear.

- After several intermediate landmarks, you will arrive at your target point of interest you will see a reward 'victory' screen you will be prompted to start the next challenge

- Do you understand the challenge?

- Great! let's try it!

Post-challenge Instructions:

- Great Job!   Now it's time to head back to where we started.

- Can you find your way back without help?

- Great! let's try!

6. Challenge B - Map

Pre-challenge Instructions:

- In this challenge, you will be attempting to navigate to a nearby point of interest using only stylized hand-drawn map similar to a "pirate map". You'll have to use a combination of memory, problem-solving, and intuition to navigate to the target destination.

- When we begin you will see a static map on your device with indications of how to get to a nearby landmark.

- When you arrive at your target point of interest you will see a reward 'victory' screen you will be prompted to start the next challenge

- Do you understand the challenge?

- Great! let's try it!

Post-challenge Instructions:

- Great Job!   Now it's time to head back to where we started.

- Can you find your way back without help?

- Great! let's try!

Follow-up questions:

For each method (Landmark Photos and Stylized Map), the Test Moderator will ask the following questions immediately post-test, while the participant and Minder are returning by foot to the starting point.

1. What aspects of this method was fun?

2. What aspects of this method were challenging?

3. How confident did you feel exploring by using this method to reach your destination? (use a scale of 1-5 Strongly Disagree - Strongly Agree)

4. When did you feel like you were on an adventure?

5. Were there any frustrating aspects of this method?

6. For this method, what additional information could have been provided to lessen frustration?

7. Welcome Back

- Great job! Thanks for sticking with it!
- Let's go ahead and take off the monitoring equipment.
- How do you feel? [Let participants get settled back in the office with something cool/warm to drink. Be sure to capture any immediate exclamations at this point.

8. Post-Test Interview

To wrap up, we'd like to get your feedback on the experience with a short set of questions. I'll ask a series of questions about each play method, and you can respond with a rating of 1 to 5. In this case, a '1' means 'strongly disagree', and a '5' means 'strongly agree'. I'll just record your ratings here on this Google Form.

[Answered for each method:]

1. The method was "fun". (Strongly Disagree to Strongly Agree)
2. The method was "challenging". (Strongly Disagree to Strongly Agree)
3. The method was "frustrating". (Strongly Disagree to Strongly Agree)

1. Can you describe points in your exploration where you felt lost?

2. What techniques did you use to get yourself back on track?

3. Which method did you enjoy?

4. How interesting do you think it would be to explore unfamiliar environments through a video game?

5. Would you have any concerns about playing games to explore real-world locations?

6. Any other feedback or thoughts about your experience?

9. Test Wrap Up

We appreciate you taking time to come and meet us today.

Based on your experience today, would you be interested to participate in future tests?

Note the preference of the participant for future testing.

As a reminder, we ask that you remember to not share any information about this experience or our test with anyone.

Before we wrap up as a way to say thank you for your time, please enjoy this small token of our appreciation for your participation and insights!

Thank you!!

[walk participant to the door]