Pre-test for Think aloud test #_____
User_____

Hi, _____. My name is _____ and I'm going to be walking you through this session today. Before we begin, I have some information for you, and I'm going to read it to make sure that I cover everything.

You probably already have a good idea of why I asked you here, but let me go over it again briefly. I'm asking people to try using [platform's new feature] that I'm assessing so I can see whether it works as intended. The session should take about an hour.

The first thing I want to make clear right away is that we're testing the site, not you. You can't do anything wrong here. In fact, this is probably the one place today where you don't have to worry about making mistakes.

For today's testing session we have built a clickable prototype. This prototype is not completely functional or interactive but it should be sufficient to give you an impression of the feature. Please treat it as a completely functional website, any area of your focus is highly important for us.

As you use the site, I'm going to ask you as much as possible to try to think out loud: to say what you're looking at, what you're trying to do, and what you're thinking. This will be a big help to us.

Also, please don't worry that you're going to hurt anyone's feelings. I'm doing this to improve the site, so I need to hear your honest reactions.

If you have any questions as we go along, just ask them. I may not be able to answer them right away, since I'm interested in how people do when they don't have someone sitting next to them to help. But if you still have any questions when we're done I'll try to answer them then. And if you need to take a break at any point, just let me know.

You may have noticed the microphone. With your permission, we're going to record what happens on the screen and our conversation. The recording will only be used to help me figure out how to improve the site, and it won't be seen by anyone except the people working on this project. And it helps me, because I don't have to take as many notes.

Also, there are a few people from the team observing this session. [If you would, I'm going to ask you to sign a simple permission form for us. It just says that we have your permission to record you, and that the recording will only be seen by the people working on the project].

Do you have any questions so far?

OK. Before we look at the site, I'd like to ask you just a few quick questions.
[Example questions to get introduction about the user and to make him/her relax].

- First, what's your occupation? What do you do all day?
- What kinds of sites are you looking at when you browse the Web? What are the most common tasks you perform in the Internet?
- Through what do you usually browse webpages? (Desktop, Mobile, Tablet etc.)
- What is your mother tongue? What languages do you speak?
- As the interface we are going to use is in English, please rate your level of [English] language proficiency.
- Are you a user of twago platform? Please, describe your experience (how long and often do you use it, how it has been for you being a member of the platform so far?). Are you are freelancer or a client (or both)?
- Are you using any other freelancer platforms? (Comparing to other platforms), how does twago benefit you? What do you like and dislike about our platform?
- Have you ever taken parts in usability tests before?

Additional:

- Now, roughly how many hours a week —just a ballpark estimate— would you say you spend using the Internet, including Web browsing and email, at work and at home?
- Do you have any favorite Web sites?
- How would you assess your expertise of using different devices in order to surf the Internet? (Desktop, Mobile, Tablet etc.)

- … add questions according to the research purpose

OK, great. We're done with the questions, and we can start looking at things. I hope you will enjoy!