

Protocol Part	Script
Welcome and introduction	<p>My focus is on how remote teams can feel more socially connected. Socially connected refers to meaningful relationships people tend to create with one another.</p> <p>In this session, you will share your browser screen of the prototype and go through a series of tasks. I am looking to understand the design solution's effectiveness and opportunities to improve.</p> <p>The session will be 20-30 minutes and be virtual via Google Meets and recorded.</p> <p>As a reminder, your participation is voluntary. You can skip any questions or tasks and leave the session at any time.</p>
Informed consent script or form	<p>Can you please confirm you have signed the digital consent form? Are you still good with the recording?</p> <p>[Start Recording]</p>
Initial questions	<ul style="list-style-type: none"> ● What is your name? ● How long have you been working at your current company? ● Do you work remotely? ● Describe your remote work setting. ● How important is socially connecting with your peers to you? ● What is your level of comfort with the Slack application? ● How do you currently use Slack to stay socially connected to peers?

<p>Prototype interaction instructions</p>	<p>You will be viewing a prototype concept with limited features. The prototype concept is within the Slack application.</p> <p>I ask that you use the think-out-loud technique to walk me through your thought processes. This is walking me through what you are thoughts, feelings, and opinions.</p> <p>Please remember as you go through the tasks, I am testing the design, not you.</p> <p>The prototype concept called “CommonGround” is a custom user profile within Slack. In the app, coworkers can learn more about each other and connect through common interests.</p> <p>For the purpose of the prototype, your name is Nicole. Through a series of tasks, your ultimate goal is to find others that share your common interest of “Sports.”</p> <p>[Ask to share the screen]</p>	
<p>Task instructions</p>	<p>For participant</p>	<p>For evaluator</p>
	<p>Task 1: You are looking to find a new interest for your profile. Use the application to identify two ways to find the “Sports” interest. Please tell me when the task is completed.</p>	<p>Start on the “CommonGround” page.</p> <p>Select either “Add new interest.” or “Edit” icon</p> <p>Either “Search interest” and select “Sports.” or Under suggested interests, select “Sports.”</p> <p>Click “Save”</p>

	<p>Task 2: You are looking to add the “Sports” interest to your CommonGround profile. Use the application to add the “Sports” interest. Please tell me when the task is completed.</p>	<p>Start on the “Add new interest.” page.</p> <p>Click “Save”</p>
	<p>Task 3: You are looking to delete the “DIY” topic from your profile. Use the application to delete the “DIY” interest. Please tell me when the task is completed.</p>	<p>Start on the “CommonGround” page.</p> <p>Click “Remove” from the “DIY” interest</p>
	<p>Task 4: You are looking to find a user with “Sports” as a common interest. Use the application to find someone with your shared “Sports” interest. Please tell me when the task is completed.</p>	<p>Start on the “CommonGround” page.</p> <p>Click “Sports”</p>
	<p>Task 5: You are looking to message someone with the same “Sports” shared interest and is available to chat. Use the application to find “Jack” and send a direct message. Please tell me when the task is completed.</p>	<p>From the “Results” page, select “Jack.”</p> <p>Success is when the participant gets to the “Jack & Nicole Direct Messages” screen.</p>

Additional questions to ask after tasks	<ul style="list-style-type: none">● What did you find easy with the prototype?● What did you find hard with the prototype?● What did you like about the prototype?● What did you dislike about the prototype?● What suggestions would you have for changes?● Would you use this product?● How often would you use this product?
Debriefing and thank you	<ul style="list-style-type: none">● Is there anything else you would like to share?● Do you have any questions for me? ● With the information gathered, I will be making updates to the prototype and finalizing the design.● Thank you for participating!● You will receive a \$10 Starbucks gift card in your email.