I am helping to run this exercise for the GNOME project, which makes free and open source software. The goal of the exercise is to help us make our software easier to use. Specifically, we are testing the design of our settings app.

• The exercise is quick and simple to run through, and will involve me asking you questions about a series of scenarios that you might find yourself in.
• Your identity will not be included in the results.
• This exercise is voluntary and you can withdraw at any time.

Do you have any questions?

**Background questions**

Before we start the exercise, I’d like to ask you a few questions about your computing activities.

**Facilitator: read out each question and record the participants responses.**

1. How many desktop computers do you use on a regular basis? Please include any computers that you typically use once a week or more.

2. What operating system is running on each of those computers?

3. I’m going to read out a list of common activities. For each one, I’d like you to say whether it’s something that you do with any of the desktop computers that you use.
   - Graphic design or digital artwork
   - Office applications (word processing, spreadsheets, presentations)
   - Photo processing and management
   - Playing games
   - Video calls or conferencing
   - Listening to music
   - Email
   - Online chat
☐ Programming or software development
☐ Watching videos
☐ Other: _____________________________________________________

4. How many phones and tablets do you have, and what is the make? [We want to know the OS.]

5. What is your occupational status? [If they are employed, find out their job.]

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Test script

*Facilitator: place the response sheet in front of the participant, then read the following introduction:*

The sheet shows categories that you might see in a software application. Please take a second to familiarise yourself with it. In the exercise, I’d like you imagine that you are using a software app, and each item on the sheet is a section that you might look in.

I am going to present you with a series of scenarios, and for each one, I’d like you to say which of these categories you would pick.

There are no wrong answers, and please be completely honest in your answers. If something doesn’t make sense, please say! You should also take as much time as you’d like.

Let’s start with the scenarios. I will read each one out. Just ask if you would like me to repeat or explain anything.

*Facilitator: for each scenario, read the description and note the participant’s choice. Also take notes on why each choice was picked.*

- If there is a long pause, you can prompt them to “think aloud” by asking: “what are you thinking?”
- If the participant doesn’t give the response we are looking for (the answer is shown in bold before each scenario), try and get information on why they have picked the option they have. You can ask “Why did you choose that option?” or similar. You can also ask them to pick another category.

1. Privacy (Screen Sharing)
   You are having a problem with your computer. A friend with technical expertise has offered to
remotely log into the machine and try to fix the problem. They explain that you must first turn on remote login. Where would you go to do this?

2. Applications (Default Handlers)
You are a keen photographer, and you use a particular app to process all your photos on your computer. However, whenever you connect your camera, a different app pops up from the one you want. Where would you go to change which app opens when you connect your camera?

3. Network & Internet (Wi-Fi)
You are in a cafe with your laptop, and you have connected to the wi-fi. A friend joins you and asks for the wi-fi password. Where would you go to look it up?

4. About
You are having a problem with your computer. You have called the manufacturer, and they have asked you for the name of its processor. Where would you go to find this information?

5. Applications (Default Handlers)
You use the Thunderbird app for all your email. However, when you click on links to send emails, an app called Geary pops up instead. Where would you go to change which app is used to open email links?
6. Privacy (Thunderbolt)
You have received an email from the IT department of the company that you work for. It contains a security warning about Thunderbolt devices, and is instructing all employees to disable “direct access”. Where would you go to do this?

7. Desktop & Shortcuts (Keyboard Shortcuts)
Your keyboard has a row of special keys along the top, for things like search and home. Currently, pressing the home button doesn’t do anything, and you’d like to use it to show all your applications. Where would you go to change what the home key does?

8. Privacy (Remote Login)
You would like to be able to leave your computer on while you are away, and access it while you are out. Where would you go to enable this feature?

9. Privacy (Screen Lock)
When you don’t use your computer for a while, it automatically locks, so you have to enter your password to start using it again. This can be annoying, and you would like to stop the computer from locking itself. Where would you go to do this?