

APPENDIX D. INSTRUCTIONS FOR CONDUCTING THE WALK-THROUGHS

1. Greet, thank participants.
2. Explain we are evaluating how easy it is to find information on government web sites, not the user's skills.
3. Government agencies seeking an honest opinion, anything you say and do is 'right'.
4. Describe the project, explain about confidentiality of data, and right of withdrawal, and present information sheet and consent form to be read and signed.
5. What will happen:
"I will set you a series of tasks. I'll give you an instruction and then watch how you go about completing the task. It helps if you can 'think out loud', talking about what you are doing, and why. Please tell me when you think you have completed each task. At the end I may want to ask a few questions about why you did certain things. I'm not able to help you during the test, but I can help you with some techniques afterwards if you'd like."
6. At end, thank participants, ask about how they found the test, and go over unsuccessful attempts—useful insights can be gleaned at this point.