Script

Legend
E: explanation
I: instruction
Q: question
S: situation (don't say this out loud)

Things to do before the tester comes
- Create a Zoom or a Google Meets call in the background. Make sure you disable microphone and video access so it does not affect your Teams call.
- Wait 15 minutes for the tester. Past 15 mins, just send him an email that "We have to cancel the interview, thank you for your earlier response", then go out and enjoy a drink.
- Remember to check the Teams call window to see that the recording is live when you activate it (the red icon)

How to set up the screen share
- Send the Zoom/Google Meets call to the tester via Teams chat
- When he accesses it, ask him to turn off the microphone and video on Zoom/Google Meets.
- Ask him to share the Figma screen on Zoom/Google Meets
- You must now share your screen of the Zoom/Google Meets on the Teams call in order to record it.

Introduction
- S: Introduce yourself as a user researcher in Aaqua, exchange pleasantries.
- E: We are conducting this research session to collect feedback from people like you, so that we can improve our product. For documentation purposes, we will record this session, and it will only be circulated internally within Aaqua for product development purposes. Do you consent to this? S: Don't forget to record the call from this point.
- Q: How do you find the Aaqua app so far?
- Q: What did you like about the Aaqua app?
- Q: Did you face any problems using it? Anything that you did not like?
- I: Open the Figma prototype: https://www.figma.com/proto/qs3jQNEVV51V6L2iy03xCY/Passion-tags-on-sign-up?page-id=0%3A1&node-id=11%3A1961&viewport=964%2C215%2C1&scaling=scale-down&starting-point-node-id=11%3A1961&hotspot-hints=0
- I: Tap the 'Explanation' video. This video shows what we are testing, which is a new feature for you as a new user to indicate the passions you have.

Passion tags sign up – design variant A
- I: Tap the 'Home' button on top-right corner to go back to the page with a list of buttons. Tap on 'Test A'
- I: Imagine you are registering an account with Aaqua for the first time. You see this after you have set your username and profile picture. Please demonstrate what you truly want to do; we do not expect anything from you. Don't forget to say your thoughts out loud. (S: if the tester skips the step, ask for the reasons why. Give them the scenario that this step is compulsory, and ask them to demonstrate in that situation)

- I: Before I ask more questions, I'll show you a scale we're using. Tap the 'Home' button, and then the 'Scale' button.
- Q: On this scale, how would you rate the ease of finding your passions for this design? 1 being extremely difficult, while 7 is extremely easy.
- Q: How likely would you select all your passions in this step for this design? 1 being never, 7 being definitely.
- Q: Why did you select that rating (for selecting all your passions)?

Passion tags sign up – design variant B
- E: We will test another design for the same step of the sign-up process.
- I: Tap the 'Home' button, and then 'Test B'
- I: Please demonstrate what you truly want to do again. Don't forget to say your thoughts out loud. (S: if the tester skips the step, ask for the reasons why. Give them the scenario that this step is compulsory, and ask them to demonstrate in that situation)
- I: Let's go back to the Scale.
- Q: On this scale, how would you rate the ease of finding your passions for this design? 1 being extremely difficult, while 7 is extremely easy.
- Q: How likely would you select all your passions in this step for this design? 1 being never, 7 being definitely.
- Q: Why did you select that rating (for selecting all your passions)?

After both variants are done
- Q: Do you prefer Test A or Test B? Why?
- E: For the questions I will ask, feel free to go back to any of the tests we have done to have another look at the design.
- Q: What are your thoughts on the tags you could choose from? Are there any missing ones that you think should have been there?
- Q: What do you think about tags related to religion, social and political movements? Would you select them?
- I: Go to Test B
- Q: What are your thoughts on the categories for these tags? Do you have suggestions to improve them?
- Q: If we set a cap on the number of tags you can choose, what do you think is a good number?
- Q: If we set a minimum quota on the number of tags you can choose, what do you think is a good number?

Adding passion tags
- I: Tap the 'Test C' button. This version includes a search function. In this task, assume that you like dance, and you're searching for tags with the word 'dance' in it. Say your thoughts out loud while interacting with the prototype. (S: When the tester reaches the dance page and finishes browsing the options, move on to the next question)
- I & Q: Go back to the Scale. How likely will you use this search function if you are selecting your passions during the sign-up process? 1 being never, 7 being definitely
- Q: Explain why.
- (S: Skip this if the tester has tried to create a new tag during the test) I: Go back to the 'Test C' page again. This time, do the same thing but with the extra step of adding their own 'pole dancing' tag. Say your thoughts out loud while interacting with the prototype.
- I & Q: Go back to the Scale. How important is it for you to be able to add your own tags when you cannot find one? 1 being never, 7 being essential
- Q: Why did you choose the rating (on adding your own tags)?

- Q: Based on this scale again, how likely will you add your own tags? 1 being never, 7 being always
- Q: Why so?
- E: In the concept, after you are done selecting your passions, you will be taken to the highlights page on the Aaqua app. I: You may open your Aaqua app on your mobile device for reference.
- Q: What would you expect to see because you selected your passions during the sign-up phase?
- I & Q: Go to the Scale page. (go through every expectation), how would you feel, on the scale, if they are not met (state the negative scenario per expectation to assist the tester)?

Passion tags on profile (public)
- I: Go back to 'Home' and then the 'Test D' button. It will lead you to the user profile of 'John Swift'. In this test you will see how passion tags will be shown on three user profiles. Please say your thoughts out as you browse through these profiles. You can tap the 'Next profile' button at the bottom to cycle through the profiles.
- E: The purpose of showing tags is to provide more useful information about Aaqua users so that there is interest for strangers to connect and befriend each other. In this scenario, all your tags are shown to everyone.
- Q: What are your thoughts after learning that all the passions you selected will be shown to anyone that views your profile?
- I & Q: Go to the Scale page. From the perspective of viewing someone's profile (not yours), how helpful do you find the display of all their passions? 1 being useless, 7 being essential
- Q: Why so?
- Q: Asking from the other perspective of you as the profile owner (imagine it's your profile this time), how comfortable are you with the idea that all your passions are shown to everyone who has an Aaqua account? 1 being extremely uncomfortable, 7 being very comfortable.
- Q: Why so?
- Q: How likely will this situation affect your willingness to select all your passions? How many (number) of your passions will you not select just so that it does not appear on you profile?
- Q: Why so?

Passion tags on profile (only shared)
- I: Go back to 'Home' and then the 'Test E' button. It will lead you to the user profile of 'John Swift'. These profiles are the same as the previous test, so you can jump between tests to compare if you wish to. In this version, you only see passion tags that you and the profile have in common. Please say your thoughts out as you browse through these profiles. You can tap the 'Next profile' button at the bottom to cycle through the profiles.
- Q: What are your thoughts after learning that you can only see the passions that you and the profile share?
- I & Q: Go to the Scale page. From the perspective of viewing someone's profile (not yours), how helpful do you find the display of only common passions? 1 being useless, 7 being essential
- Q: Why so?
- Q: Asking from the other perspective of you as the profile owner (imagine it's your profile this time), how comfortable are you with the idea that other Aaqua users can only see the passions that both of you have in common? 1 being extremely uncomfortable, 7 being very comfortable.
- Q: Why so?

- Q: How likely will this situation affect your willingness to select all your passions? 1 being you won't select a single passion, 7 being you will select everything
- Q: Why so?

- Q: Which setting would you be more comfortable with? Showing all, or showing only shared passions?
- Q: Why?
- Q: Do you have any suggestions or preferences that you want to share?

Text posts in highlights
- I: You can close the Figma file now.
- Q: Have you encountered posts in Aaqua that are text-only, where they do not have pictures or videos?
- I: Go to your highlights page on Aaqua, and search for a text post.
- Q: What are your thoughts on the look and feel of this text post?
- Q: Based on the scale earlier on, from 1 to 7, how likely are you to look at the text post? 1 being you'll always skip it, 7 being you'll always read it
- Q: What do you think needs to be improved to increase the odds of you reading it?

Collaborative content
- E: We'll move on to another topic, this time about collaborative content. Think of TikTok duets, where people can collaborate by creating content together or build off existing content.
- Q: Specifically in Aaqua's context, where we focused on content within a community, what kind of collaborations will be attractive to you? You can make references to anything for your examples.
- Q: On the scale of 1-7, how likely will you participate in a collaboration within a community? 1 being never, 7 being always
- Q: On the scale of 1-7, how likely will you start something collaborative? 1 being never, 7 being always
- Q: What kind of collaborative activity would you start? Why would you want to do so?

Ending
- Thank you so much for your time! Would you be interested in participating in another study like this again in the future?