

*Thank you so much for participating in this session! Before we begin, I wanted to give you some information about what will be happening today. During this session, I will be giving you a scenario with some activities to complete.*

*The first thing I want to make clear right away is that we are testing the app and not you, so don't worry about making any mistakes here! As you are going through the activities, I will ask you to think out loud as much as possible, try to let me know what you're trying to do and what you're thinking throughout the process. Please don't worry about hurting anyone's feelings, we are looking to improve the app so we need honest reactions.*

*If you have any questions during the session feel free to ask them, I just might not be able to answer right away. I want you to try to go through the app as if I wasn't here as much as possible. If you need a break or reach a point where you would give up using the app in real life feel free to let me know as well.*

*Do you have any questions before we begin?*

*Now, I will be sending the link to the app. I will be asking you to share your screen of the app once you open it. I also wanted to check if you would be fine with me recording this session today for my own note-taking purposes.*

**Prototype Link:** [PostUp](#)

For starters before we even dive into the app, could you tell me about what kind of work you do?

- How often do you work remotely?
- Where are some places you like to get your work done?
- How do you go about finding these places?

Now, we will start taking a look at the app. I will first give you some background to get started.

## **Session**

Imagine you are looking to get some work done and want to find a new location nearby to try out. Your co-worker mentioned an app called PostUp that she uses to find public places to work from so you decide to download it and give it a try.

1. First, take a look at the screen and tell me about what you make of it. You can move around, but just don't click on anything yet. What are some of the things that you can do from here? Just look around and give a little narrative about it.
2. You've been craving some coffee and want to get some work done at the same time, so you decide to use PostUp to find a new spot. You have some virtual meetings to sit through so you need a strong wi-fi signal and places to charge to ensure you aren't

interrupted. You also want to find a quiet location so you can keep concentrated. Please go ahead and get started.

3. Now with a few options to choose from, you remember you have meetings until 6pm today. Please go ahead and start how you would get to your chosen location.

*Follow-up: Thanks for sharing your experience so far. Now, I will ask you a few follow-up questions about the app.*

*-Questions about observations (ex. I noticed you [did something] why? Noticed frustration with y, what happened there?)*

*-How would you describe your overall experience with this app?*

*-If you could change one thing in this app, what would it be and why?*

*-Would you keep using this app after what you saw today?*

*-What do you expect to see in our app in the future?*

*-Anything else that you would want to add?*

*Thank you again for participating!*