1. Moderator Script

[This script is to conduct **remote moderated** usability studies which focus on the user's experience logging, reviewing, searching, and rating movies on the Letterboxd website. Therefore, before the test, please ensure the participants' technology is functioning.]

1.1 Introduction & Greeting

Hello [NAME], how are you?

My name is [NAME], and I'll be walking you through today's testing session. [NAME] will also join us and will be taking notes during our session. *[If there are observers joining the session.]*

Thank you so much for agreeing to participate in Letterboxd website usability test today. As you may already be aware, our objective is to gain insight into the ease of use of the Letterboxd website.

1.2 Consent to Record

[Letterboxd - Consent Form](#)

Before we start, I would like to ask you whether you have received and completed the consent form for the audio/video recording for today's session. It should have been sent to you along with the email invitation.

[If yes, confirm the consent form in your files]

Do you consent to the recording? Great. I see your consent document. Thank you.

[If not, share the digital consent form link for the participant to sign]

May I request your permission for recording today's session? I have a consent form for you to read. The recording will only be used to improve the website's usability and share the results of the study. Your personal information will not be associated with the recording or with any of the paperwork that we complete during today's session. Could I have your consent to record today's session?

——————————[Start to record]——————————

1.3 Session Agenda

Let me guide you through today's session agenda.

First, I'd like to request that you provide some basic information about yourself. Then, we'll go through a series of tasks to be performed using Letterboxd's website. There will be some scenarios for you to carry out the way you usually do without anyone watching you.

In the end, we'd like to talk about your experience and feelings while using Letterboxd desktop website and I'll ask you to fill out another short questionnaire. The session will take about 30 minutes.

1.4 Let participants know to feel free to share

Throughout the session, you're welcome to express your thoughts, feelings and experiences. I want you to know that there is no right or wrong answer to any question. **We are not testing you, we are testing the system and even if you are not able to complete any task it's not you it's the systems fault.** Please do not hesitate to share your ideas, either negative or positive. We're very interested in knowing about your experience while using Letterboxd. No matter what you think, you can think out loud.

If you want to take a break or hear the questions again, just let me know and we can stop or repeat. Do you have any questions?

Cool. Let's get started.

1.5 Pre-Test Questionnaires

Before we start, I would like to ask if you had a chance to fill out the pre-test questionnaire that was sent in the initial email invitation.

[If yes, confirm the pre-test questionnaire in your files]

Great, thanks for filling that out.

[If not, share the pre-test questionnaire link for the participant to fill out.]

https://forms.gle/Fm8eXccBLDkQiMQk6

Please take a few minutes to fill out the form I just posted in the chat. This need not be related to Letterboxd specifically.

Thank you for providing us with all the information. We will now focus our attention to these tasks.

I'm going to ask you to complete some tasks under some scenarios on the Letterboxd website.

1.6 User Task

1.6.1 Explain methods and scenarios

[Share login details of the test account in the zoom chat and ask participant to login and share their screen. Prepare the testing papers]

─────────[Ask for screen share]─────────

Website Link: https://letterboxd.com/
Username: lb_utexas
Password: lbstudy@ut2023

Here we have a few scenarios to go through. I'll read and explain each scenario before you start. We can also post the same in the chat window, if needed. You can review it while using the website.

1.6.2 Scenarios

[Please ask participants the next scenario once they accomplish the previous one.]

Great, now that you are logged in, we'll run through a few scenarios and ask you a few questions. Remember to think out loud as you work through the tasks.

Question: Before we begin, I first wanted to get your initial thoughts on the website. First impressions. What do you see?

Great! Let's start with the first scenario.

Scenario 1:
Add the following movies to your watchlist:

- The Dark Knight (2008)
- M3GAN (2022)

Scenario 2:
Please rate and review "The Dark Knight" (2008) and M3GAN (2022). For the review you can make it up and keep it short.

Scenario 3:
Create a list and give it any name you'd like, and please add the following movies to the list:

- The Dark Knight (2008)
- M3GAN (2022)
- One Hundred and One Nights (1995)

Scenario 4:
Find the list titled "Official Top 250 Narrative Feature Films" and sort by newest released films.

Scenario 5:
Like the review on M3GAN (2022) from the user Kársten

Scenario 6:
You want to receive emails when you get a new follower. How would you do this?

1.7 Post-Test Questionnaires

1.7.1 Post-Test Questionnaires

[Prepare your paper post-test for participants]

Now, I'm going to ask some questions about your overall experience using Letterboxd today. Again, any ideas are valuable to us. There is no right and wrong. Here are the questions for you to share your overall experience.

Questions:

1. How would you describe your overall experience of using Letterboxd?
2. What do you like the most about Letterboxd?
3. What did you find most difficult and why?
4. What (if anything) surprised you while completing your tasks?
5. What (if anything) are some of the changes you would like to see on the website? Why?
6. If you have used any other similar platforms, how would you compare letterbox with the platforms you've used before?

1.7.2 The System Usability Scale

Can you please fill out this brief survey for us to measure the overall usability of the website?

[Share the SUS Scale survey link with participant]

[Google Form SUS](#)

1.7.3 Debrief and discuss follow-up questions if any

Perfect!

Thanks. It is the end of this task. Do you have any additional thoughts you want to share before we end?

[If yes, let participant talk but control the time]

[If not, ask observers]

Okay! Does anyone have other questions or ideas that you would like to discuss?

1.8 Closing Session

Thank you so much for taking the time to participate in our test today. Your feedback and opinions were very helpful for us to better understand how easy or difficult it is using the Letterboxd website.

We really appreciate your participation today. It is nice to have you here for your valuable opinions. Thank you.

[Turn off recording once participant leaves the meeting]

2. Other Spreadsheets

All spreadsheets to be used by the team to take notes and record responses are a part of a

Google Sheet. It consists of:

1.   Note Taking Spreadsheet
2.   Pre Test Questionnaire Responses

3. Task Scenario observations

4. Success Criteria

5. SUS responses

6. Post Test Questionnaire Responses

Link to spreadsheets: Note Taking + Success Criteria.xlsx

We also have a spreadsheet to record the participants demographic information, separate from the above spreadsheet, to ensure privacy and confidentiality of their personal information.