Study Coordinator Instructions

1. Before the user arrives
    a. Fill their basic information (name and email) into the Google Doc. Also include the date and time.
2. When the user walks into the room.
    a. Thank them for coming. Invite them to sit down.
    b. Start the survey on the left-most computer.
    c. Follow the instructions on the screen.
    d. **Always restore to either VM 1 or VM 2**.
    e. Type "Ready to start" into the Google Doc chat window.
3. Read aloud the following introduction to the study participant:

    Welcome to our Gmail study. I am the study coordinator and am here to assist you as needed.

    In this study, you will be using Gmail to complete several scenarios. In each scenario you will play the role of another person. I will provide you with information about this person. During the scenarios, please use this provided information and not your own personal information. Please protect any sensitive information for this person just as if it was your own.

    During the course of the study we will record what is happening on your screen. This video will not be seen by anyone besides the researchers and will be destroyed once our research is complete. We will not collect any personally identifying information. Any data, besides the screen recording and answers to the study survey, will be deleted automatically upon your completion of the study.

    You will receive $10.00 as compensation for your participation in this study. The expected time commitment is approximately 30 minutes. If you have any questions or concerns, feel free to ask me. You can end participation in this survey at any time and we will delete all data collected at your request.

    You may now proceed with the survey on the left-most computer. I will remain in the room to observe the study and also to answer any questions you may have.

4. At the appropriate times, provide them with the information sheet for Scenarios 1 and 2.
    a. If during the first task they do not receive an email, check the spam folder. If the message is in the spam folder, have them mark it is not spam, and they shouldn't encounter this problem again.
    b. If they cannot decrypt a message, it is likely that the email address they gave us is different than the one they are checking (e.g., forwarding address, periods in the address). Verify their email account and let the other coordinator know exactly what the other email account is.

5. During the tasks, have the Google Doc open and note any interesting behavior. These behaviors include, but are not limited to,
    a. Mistakes the users make.
    b. Users being confused about what to do next.
    c. Questions users ask.
    d. Interesting and unexpected usages of Pwm.
    e. Anything you want to ask about in the post-survey interview.
6. If the participants ask for help, encourage them to keep trying. If any single tasks takes too long (at least 10 minutes), or the participant feel there is nothing else left to try, help the user complete that task so they may continue with the study. Note this help.
7. When the user closes all browsers as part of the tasks, type “Ready to continue” into the Google Doc chat window.
8. When the survey is finished do the following:
    a. Ask the participant if you can record their answers to the post-study survey. If so, record what they say on the study computer. Name the audio recording as the date and time the participant started the study.
    b. Ask questions about the user’s experience. Focus on situations you noted while they took the study or interesting things they said on the survey. (You can view their survey answers as they go from Qualtrics). If they had any problems during the study, ask them to use their own words to describe the problem. Ask them how they would like to see it resolved.
    c. Help the participant fill out the compensation form. Send them to the CS office to get compensated.

Email Coordinator Instructions

1. Wait on the Google Doc chat for the study coordinator to type “Ready to start”.
2. Send the first email to the user, and queue up the remaining emails. Emails are found at email.isrl.byu.edu.
    a. Use the multiple compose windows to queue up all possible responses. Remember, success or correction emails do not need to be “replies”, but can be new messages.
3. Respond to emails as the participant completes them.
4. After sending the email asking the participant to close their browser windows, wait for the other coordinator to type “Ready to continue” into the Google Doc chat window.
5. It is up to you to determine if tasks are correctly completed, but don’t get hung up on little details. Remember, we are testing encrypted email, not the ability to perfectly type credit card numbers (though missing information is a valid problem). If you think the recipient would reasonably be satisfied with what happened then go with it.