**Peloton Usability Test Moderator’s Guide**

**Instructions:**

Hi, \_\_\_\_\_\_\_\_\_\_\_. My name is \_\_\_\_\_\_\_\_\_\_\_, and I’m going to be walking you through this session today.

Before we begin, I have some information for you, and I’m going to read it to make sure that I cover everything. You probably already have a good idea of why we asked you here, but let me go over it again briefly. We’re asking people to try using a mobile app that we’re working on so we can see whether it works as intended. The session should take about an hour.

The first thing I want to make clear right away is that we’re testing the app and not you. You can’t do anything wrong here and there are no right or wrong answers. As you use the app, I’m going to ask you as much as possible to try to think out loud by saying what you’re looking at, what you’re trying to do, and what you’re thinking. This will be a big help to us. Also, please don’t worry that you’re going to hurt our feelings. We’re doing this to improve it, so we need to hear your honest reactions.

If you have any questions as we go along, just ask them. I may not be able to answer them right away, since we’re interested in how people do when they don’t have someone there to help.

But if you still have any questions when we’re done I’ll try to answer them then. And if you need to take a break at any point, just let me know. With your permission, we’re going to record what happens on the screen and our conversation. The recording will be used for me to flush out my notes and only be used to help us figure out how to improve the app.

Also, there might be a few people from the design team observing this session online.

If you would, I’m going to ask you to sign a simple permission form for us. It just says that we have your permission to record you, and that the recording will only be seen by the people working on the project.

**[Hand Participant Consent Form]**

**Consent Form:**

Recording consent form Thank you for participating in our usability research. We will be recording your session to allow [ORGANIZATION NAME] staff members who are unable to be here today to observe your session and benefit from your comments.

Please read the statement below and sign where indicated.

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I understand that my usability test session will be recorded. I grant [ORGANIZATION NAME] permission to use this recording for internal use only, for the purpose of improving the designs being tested.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print your name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**About the Study:**

Today we’ll be performing a few fitness related tasks within the Peloton mobile application. The Peloton mobile app lets you join live or prerecorded fitness classes. We’re going to imagine we have just ordered a Peloton Bike and it will arrive within the next week. We’ll imagine that your home has a dedicated workout space and that you want to start your fitness journey now with the mobile app.

**Warm up Questions:**

Tell me what, if anything, you’ve heard about Peloton?

What, if any fitness classes have you attended? If you haven’t attended any, what would you like to attend?

Tell me what you hope to get out of mobile device fitness classes.

**Scenarios:**

**Task 1:** Let’s imagine that you remember a friend mentioning how much they enjoyed the Peloton meditation classes. Let’s imagine it’s the morning and you have 20 minutes of free time before you need to get ready for the day.

Show me how you might find and join a meditation class that you have time for.

Notes:

Success \_\_\_ Partial Success \_\_\_ Failure \_\_\_

**Task 2:** Let’s imagine we’ve ordered a Peloton Bike and it hasn’t been delivered yet. You want to get some cardio in today and it's a great day for a run in the park.

Show me how you would start a class for running in the park.

Notes:

Success \_\_\_ Partial Success \_\_\_ Failure \_\_\_

**Task 3:** Let’s imagine we’re at home and waiting for a guest to arrive. You don’t have enough time for a full workout, but you really want to take a yoga class later.

Show me how you might find a yoga class you like and save it for later.

Notes:

Success \_\_\_ Partial Success \_\_\_ Failure \_\_\_