



Baseline Study Participant Script

We appreciate your willingness to participate in our research study. The purpose of this test is to evaluate the usability of the EBBC website and measure how well the EBBC website is performing from an end user's perspective. This way we can improve the website. This is by no means is a test on you. There is no right or wrong answer. We want you to feel at ease and comfortable.

To do this activity, using the EBBC website we will be giving you three scenarios with two tasks each. This is not a race, feel free to use your own pace when doing a task. Please observe the following:

- We ask that you read the scenarios and task out loud.
- When you are ready to begin, specify that you are starting the task by giving us a thumb up.
- When you have completed each task, you can signal this by putting the piece of paper face down.
- Feel free to stop anytime if you feel the need to. However, kindly let us know why you are stopping.

We also ask for the green light to record this conversation for note-taking purposes. You may also notice that we will be writing notes and looking at your screen. Please do not let this make you feel uncomfortable. We highly value confidentiality. Notes and recordings are only for internal use.

We want you to know that you are in a safe place. It would be great if you could imagine being in your favorite place in your house browsing a website. For a *real-world* experience, we recommend to limit our interaction; that is as if we are not in the same room with you.

- Do you have questions before we get started?