***Scenario (Overall Goal):***

(e.g., Dav wants to find out how much his textbooks will cost.)

***Subgoal*** *#\_\_\_\_:*

(e.g., See bookstore.)

1. *Will <*Dav*> have formed this sub-goal as a step to their overall goal?*

| ☐ Yes | ☐ Maybe | ☐ No |
| --- | --- | --- |
| Which, if any, of <Dav> facets did you use to answer the question? | | |
| ☐ Access to Reliable Technology  ☐ Technology Self - Efficacy  ☐ Attitudes toward Technology Risks  ☐ Technology Privacy and Security  ☐ Perceived Control and Attitude toward Authority  ☐ Communication Literacy/Education/Culture  ☐ None of the above | ☐ Access to Reliable Technology  ☐ Technology Self - Efficacy  ☐ Attitudes toward Technology Risks  ☐ Technology Privacy and Security  ☐ Perceived Control and Attitude toward Authority  ☐ Communication Literacy/Education/Culture  ☐ None of the above | ☐ Access to Reliable Technology  ☐ Technology Self - Efficacy  ☐ Attitudes toward Technology Risks  ☐ Technology Privacy and Security  ☐ Perceived Control and Attitude toward Authority  ☐ Communication Literacy/Education/Culture  ☐ None of the above |
| Why? | Why? | Why? |

## Action #\_1\_\_: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(e.g., Tap ‘Browse Off’.)

1a. [BEFORE ACTION] Will <Dav> do this step? Why?

| ☐ Yes | ☐ Maybe | ☐ No |
| --- | --- | --- |
| Which, if any, of <Dav> facets did you use to answer the question? | | |
| ☐ Access to Reliable Technology  ☐ Technology Self - Efficacy  ☐ Attitudes toward Technology Risks  ☐ Technology Privacy and Security  ☐ Perceived Control and Attitude toward Authority  ☐ Communication Literacy/Education/Culture  ☐ None of the above | ☐ Access to Reliable Technology  ☐ Technology Self - Efficacy  ☐ Attitudes toward Technology Risks  ☐ Technology Privacy and Security  ☐ Perceived Control and Attitude toward Authority  ☐ Communication Literacy/Education/Culture  ☐ None of the above | ☐ Access to Reliable Technology  ☐ Technology Self - Efficacy  ☐ Attitudes toward Technology Risks  ☐ Technology Privacy and Security  ☐ Perceived Control and Attitude toward Authority  ☐ Communication Literacy/Education/Culture  ☐ None of the above |
| Why? | Why? | Why? |
| What in the UI helped/ confused <Dav> in this step? | What in the UI helped/ confused<Dav> in this step? | What in the UI helped/ confused<Dav> in this step? |
|  |  |  |

1b. [AFTER ACTION] If <Dav> does the right thing, will they know that they did the right thing and is making progress toward their goal? Why?

| ☐ Yes | ☐ Maybe | ☐ No |
| --- | --- | --- |
| Which, if any, of <Dav> facets did you use to answer the question? | | |
| ☐ Access to Reliable Technology  ☐ Technology Self - Efficacy  ☐ Attitudes toward Technology Risks  ☐ Technology Privacy and Security  ☐ Perceived Control and Attitude toward Authority  ☐ Communication Literacy/Education/Culture  ☐ None of the above | ☐ Access to Reliable Technology  ☐ Technology Self - Efficacy  ☐ Attitudes toward Technology Risks  ☐ Technology Privacy and Security  ☐ Perceived Control and Attitude toward Authority  ☐ Communication Literacy/Education/Culture  ☐ None of the above | ☐ Access to Reliable Technology  ☐ Technology Self - Efficacy  ☐ Attitudes toward Technology Risks  ☐ Technology Privacy and Security  ☐ Perceived Control and Attitude toward Authority  ☐ Communication Literacy/Education/Culture  ☐ None of the above |
| Why? | Why? | Why? |
| What in the UI helped/ confused <Dav> in this step? | What in the UI helped/ confused<Dav> in this step? | What in the UI helped/ confused<Dav> in this step? |
|  |  |  |

## Action #\_2\_\_: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(e.g., Tap ‘Browse Off’.)

2a. [BEFORE ACTION] Will <Dav> do this step? Why?

| ☐ Yes | ☐ Maybe | ☐ No |
| --- | --- | --- |
| Which, if any, of <Dav> facets did you use to answer the question? | | |
| ☐ Access to Reliable Technology  ☐ Technology Self - Efficacy  ☐ Attitudes toward Technology Risks  ☐ Technology Privacy and Security  ☐ Perceived Control and Attitude toward Authority  ☐ Communication Literacy/Education/Culture  ☐ None of the above | ☐ Access to Reliable Technology  ☐ Technology Self - Efficacy  ☐ Attitudes toward Technology Risks  ☐ Technology Privacy and Security  ☐ Perceived Control and Attitude toward Authority  ☐ Communication Literacy/Education/Culture  ☐ None of the above | ☐ Access to Reliable Technology  ☐ Technology Self - Efficacy  ☐ Attitudes toward Technology Risks  ☐ Technology Privacy and Security  ☐ Perceived Control and Attitude toward Authority  ☐ Communication Literacy/Education/Culture  ☐ None of the above |
| Why? | Why? | Why? |
| What in the UI helped/ confused <Dav> in this step? | What in the UI helped/ confused<Dav> in this step? | What in the UI helped/ confused<Dav> in this step? |
|  |  |  |

2b. [AFTER ACTION] If <Dav> does the right thing, will they know that they did the right thing and is making progress toward their goal? Why?

| ☐ Yes | ☐ Maybe | ☐ No |
| --- | --- | --- |
| Which, if any, of <Dav> facets did you use to answer the question? | | |
| ☐ Access to Reliable Technology  ☐ Technology Self - Efficacy  ☐ Attitudes toward Technology Risks  ☐ Technology Privacy and Security  ☐ Perceived Control and Attitude toward Authority  ☐ Communication Literacy/Education/Culture  ☐ None of the above | ☐ Access to Reliable Technology  ☐ Technology Self - Efficacy  ☐ Attitudes toward Technology Risks  ☐ Technology Privacy and Security  ☐ Perceived Control and Attitude toward Authority  ☐ Communication Literacy/Education/Culture  ☐ None of the above | ☐ Access to Reliable Technology  ☐ Technology Self - Efficacy  ☐ Attitudes toward Technology Risks  ☐ Technology Privacy and Security  ☐ Perceived Control and Attitude toward Authority  ☐ Communication Literacy/Education/Culture  ☐ None of the above |
| Why? | Why? | Why? |
| What in the UI helped/ confused <Dav> in this step? | What in the UI helped/ confused<Dav> in this step? | What in the UI helped/ confused<Dav> in this step? |
|  |  |  |

**Debrief:**

# If a facet is checked, it’s a SES-inclusion issue; if not, it’s a general usability issue.

# Discuss these findings with the team to brainstorm paths forward

# Consider adding the issues you uncovered to your bug-tracking system.

| **Count your answers:** |
| --- |
| 1. How many questions (forms) did you answer? (# of blue forms + # of light orange forms + # of dark orange forms)?  = \_\_\_\_\_ questions/forms (denominator)  2. How many of the questions (forms) in item 1 had EITHER a “no” or “maybe” answer?  = \_\_\_\_\_ questions/forms (numerator 1)  3. How many of the questions (forms) in item 2 had “no”/”maybe”s that were **tied to facet(s)**  = \_\_\_\_\_ questions/forms (numerator 2) |

| **Percentage of usability issues**  **=** numerator 1 / denominator  **= \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
| --- |

| **Percentage of SES-inclusion issues**  **=** numerator 2 / denominator  **= \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
| --- |