Script

When they sit down

“Hi, we are doing a study on people’s preferences while watching streamed videos on a mobile devices. The focus of the study is on how buffering and interrupts effect the user experience. If you have 10 minutes of time and we would love it if you would watch some videos and fill out a survey. If you would be willing to participate there are some forms you need to sign first.”

Hand them consent form

“Alright then. We will ask you to fill out a short demographics survey. After that you will watch 2, 3 minute videos. The videos will each be broken up into 3 separate sections. After each section you will answer a few short questions. At the end of each video we will ask a few additional questions. Be aware that all your survey responses will be kept anonymous and confidential. Any questions before we begin?”

Answer any questions they have

Begin survey

After video 1

“Please hand me the phone so that I can prepare the second video for you.”

After video 2

“Thank you for participating in our survey.”