

Sample Facilitation Guide -

Example A: Open Contracting Portal

Before the test:

- Ensure you have a computer with an internet connection set up
- Pull up two web pages needed for testing:
 - Think Aloud Practice Task: www.jumia.com.ng
 - Site for Main Tasks: <https://ocds.bpp.ad.gov.ng/>
- Familiarize yourself with the task and website.
- Ensure note-takers have a copy of the observation framework for note-taking during the test.

Introduction and Background	Timing
<ul style="list-style-type: none">• Thank you for participating today.• My name is [YOUR NAME] and we work at [YOUR ORGANIZATION]. My colleagues [NAMES] are also here and will be observing today. <p><i>[Ask for the participant name and what they do for work.]</i></p> <p><u>Purpose of the interview</u></p> <p><i>[Inform the subject of the purpose of this test; and the type of feedback you are interested in.]</i></p> <p>For today, I'd like to ask you about your thoughts and experiences around how you interact with an online open contracting and procurement data portal for Adamawa State.</p> <p>There are no right or wrong answers; we value your opinions, so please be candid! To emphasise:</p> <ul style="list-style-type: none">• We are testing the designs, not testing you!• This is not the finished product, we are testing it to get feedback to make it better.• Please share anything that comes to mind throughout, including things that you find easy or things you find challenging. <p>If you have any questions, please feel free to ask them at any point during the session.</p> <p><u>Consent review</u></p>	5 mins

<p><i>[Ensure that you have already gotten consent before commencing the interview].</i></p> <ul style="list-style-type: none"> • Before we begin, can I confirm that you have signed the consent form? <p><i>[Note: If no, have them read and sign the form. Answer any questions they have about the concert form.]</i></p> <p><i>[Before starting the interview, reiterate a few key points:]</i></p> <ul style="list-style-type: none"> • We will be taking notes and recording the session and a recording of your video. This is to allow us to review the session and identify patterns across users. • You are welcome to stop at any time or skip any questions. • All of your answer will be confidential, and will not be using any personal identifiable information <p><u>Tech intro</u></p> <p><i>[Make sure the user is seated in front of the computer. Talk the participant through how to use the technology and controls. Talk through all of the controls that are needed for the session.]</i></p> <p>If you have questions on the technology, please ask any questions at any time.</p>	
Think Aloud - Overview and Practice	
<p><i>[Note: transition to the tasks and observation portion.]</i></p> <p>Great, thank you so much for your insights.</p> <p>Now in this next section, I'll ask you to complete some tasks while 'thinking aloud'. Thinking aloud means that for everything you do (like clicking a link, looking at images, or reading information) we want you to narrate your thought process and feelings.</p> <p>For example, if I was looking at a screen with a drop down menu I might say: <i>"I am looking for more information, I see there is a drop down menu, so I am clicking on the drop down menu to see if it has more options."</i></p> <p>We want you to talk us through everything you're thinking about, including where you are looking on the page. If something is not working or confusing, that's really good for us to know.</p> <p>Thinking aloud isn't something most of us are used to doing, so we'll do a quick practice</p>	<p>5 min</p>

Think Aloud Practice

I'm going to ask you to find information on the Jumia website (www.jumia.com.ng)

- *[Note: On the computer that the participant is using, navigate to www.jumia.com.ng.]*

It's fine if you don't complete the task. We just want you to get used to thinking out loud as you explore the website.

Task 1	Imagine you've recently moved and you'd like to purchase some new furniture. Please select a set of dining chairs to purchase that would be suitable for your home using the Jumia website.
Prompts	<i>[Note: Use these prompts only if needed, to encourage the participants to verbalise their thoughts, or if they are struggling with the task.]</i> <ul style="list-style-type: none">● What is the first step you would take? Why?● Does anything stand out?● What are you looking for now?● What are you thinking/looking for as you scroll/navigate?● Why did you click that?● How did you know that it would take you there/do that?

[Note: Stop when the person has completed the task, or after 2-3 minutes (whichever comes first). Once done, offer feedback to the participant, highlighting times that they vocalised their thoughts especially well.]

Thank you - that was great! It was very helpful for me to hear when you said things like [...] *[repeat subject feedback that was helpful]*

These are similar to the types of questions we will ask as you complete some of the real tasks we have for you.

Task 1

- Now, I'll ask you to complete some real tasks. Just like in the practice, please think aloud as you go through the tasks.

[On the computer that the participant is using, navigate to <https://ocds.bpp.ad.gov.ng/>]

Task:

[Read the task aloud for the participant. Ask them if the task is clear, and whether they'd like you to repeat the task.]

1. You are interested in projects commissioned by the government within Adamawa and you would like to visit some of these projects to monitor the work that is supposed to be done or has been announced as done. Since you cannot visit all the projects in your state, using this website, how would you decide which project(s) would be of more value for your time and resources to visit?

10 min

<p>Prompts: (if needed)</p> <p><i>[Only use these if necessary to guide the user if they are stuck, or if they are not thinking aloud and verbalising their feedback.]</i></p> <ul style="list-style-type: none"> • What made you click there? • What are you thinking or considering as you look at this page? • <i>[if subject is stuck or unable to advance]</i> What would you do at this point if you were at home or on your own? 	
<p>Follow-Up Questions</p>	
<ul style="list-style-type: none"> • Great, thanks so much for your insights, they were very helpful! • Now, I'd like to ask you a few questions about your experience on the website: <p><i>[Ask questions about the user's activities that stood out to you as you observed them during the test. These activities could include (but are not limited to);</i></p> <ul style="list-style-type: none"> - <i>How they navigated through the site.</i> - <i>Why they did not engage with something on the site</i> - <i>Why they might have stayed longer on a page than usual.]</i> <p><i>[Ask additional questions to understand the participant's experience.]</i></p> <ul style="list-style-type: none"> • How was your experience generally using this website? <ul style="list-style-type: none"> ○ Was there anything that stood out for you on this website? ○ Was there anything you didn't quite like while using the website? • What information was easy to find? • What information was a bit challenging to find? <ul style="list-style-type: none"> ○ Were there any you couldn't find at all? If yes, what were they? 	<p>5 min</p>
<p>Wrap Up + Conclusion</p>	
<ul style="list-style-type: none"> • Before we end our session, do you have any additional thoughts or feedback you'd like to share? • Do you have any questions for us? • If you have any thoughts or questions after this conversation, please contact [mention name and contact info for your organisation] <p><i>[Thank the participant, and show them back to the registration area.]</i></p>	<p>5 min</p>

EXAMPLE A: Observation and Note-taking Framework

Participant details

Participant ID		Facilitator:	
Location:		Notetaker:	
Date/Time:		Consent form? (Y/N)	

TASK 1:

“You are interested in projects commissioned by the government within your community and you would like to visit some of these projects to monitor the work that is supposed to be done or has been announced as done. Since you cannot visit all the projects in your state, using this website, how would you decide which project(s) would be of more value for your time and resources to visit?”

	Expected Actions	Completed (✓/X)	Observation Points	Notes
1	Find projects or contractors		<ol style="list-style-type: none"> 1. Ease of navigating to the necessary page 2. Knowledge of what to look for 	
2	Find Contract/project details		<ol style="list-style-type: none"> 1. Ease of navigating to necessary page 2. Knowledge of what to look for 3. Ease of finding details 4. Ease of understanding the info presented 5. Knowledge of what to do next 	
3	Identify any projects that seems unusual		<ol style="list-style-type: none"> 1. Ease of navigating to necessary page 2. Knowledge of what to look for 3. Ease of finding details 4. Knowledge of what to do next 	
4	Compare the project to other projects		<ol style="list-style-type: none"> 1. Ease of navigating to necessary page/tools 2. Knowledge of what to look for 3. Ease of finding details 4. Knowledge of what to do next 5. Ease of understanding the info presented 	

Follow-up Questions	Notes
<i>[write additional questions that facilitator uses here]</i>	
<p>How was your experience generally using this website?</p> <ul style="list-style-type: none">- Was there anything that stood out for you on this website?- Was there anything you didn't quite like while using the website?	
<p>What information was easy to find?</p>	
<p>What information was a bit challenging to find?</p> <ul style="list-style-type: none">- Were there any you couldn't find at all? If yes, what were they?	
<i>[write additional questions that facilitator uses here]</i>	