

## Participant Information

- Name: Rusell
- Occupation: Pest Control Company Employee
- Daily Activities: Conducting pest control operations, species identification
- Mobile Devices Used: iPhone 12 Pro, iPad Pro
- Activities on Mobile Devices: Pest management apps, research for species identification, communication (work-related messaging)
- Favorite Mobile Apps: PestTrack, Slack, YouTube

## Screen Recording Permissions

- Rusell consented to the recording for the app improvement project.

## First Screen Tour Impressions (App: ISF)

- Rusell observed the ISF app's initial screen, noticing a potentially useful tool for identifying invasive species. Speculated about its utility in pest control operations.

## Specific Tasks Attempted

### (Scenario 1 - User Goal: Sharing Knowledge about Invasive Species)

- 1. Navigation to Share Knowledge**
  - Rusell navigated to the "Forum" section from the homepage, assuming it as the area to share knowledge or inquire about invasive species within the app.
- 2. Sharing Knowledge**
  - Rusell detailed the process of sharing knowledge: selecting the appropriate category or topic, creating a new discussion or post, and potentially adding supporting information or media related to invasive species.
- 3. Content Shared about Invasive Species**
  - Rusell shared practical insights, pest control methods, and strategies for managing invasive species. Commented on the adequacy of fields for sharing valuable information but suggested potential improvements for a better user experience.
- 4. Editing a Post with a Typo**
  - Rusell demonstrated the steps to edit a post with a typo: accessing the posted content, selecting the edit option, making necessary text corrections to rectify the typo, and confirming the updated version.

## 5. **Deleting a Post**

- Rusell explained the process of deleting a post: accessing the specific content, finding the delete option, confirming the deletion, and removing the content from the platform.

## **(Scenario 2 - User Goal: Capturing and Sharing an Image of an Invasive Species)**

## 6. **Navigation to Capture an Image**

- Rusell navigated to the "Camera" section, assuming it as the feature to capture images of invasive species within the app.

## 7. **Taking a Picture of the Invasive Species**

- Rusell described the process of utilizing the app's camera feature, accessing the camera, capturing the image of the invasive species, and potentially adding notes or details relevant to pest control.

## **Probing**

- Questions directed at Rusell aimed to understand how the app's features could be enhanced for pest control professionals, focusing on identification accuracy and integration with existing pest management systems.

## **Wrapping Up**

- Rusell asked about potential integrations with pest control databases within the app.
- The screen recording was stopped and saved, expressing appreciation to Rusell for valuable insights and participation.