Before you start

Context

Imagine you're **George**, a university student. You're moving out of your accommodation on **Tuesday 6 October**, and some of your belongings won't come with you.

Rather than leave them on the kerb, you're using **MoveOut**, an app that helps students pass on things they no longer need before they move out.

How this works

- We're testing the app, not you. If something is confusing, that's useful for us to know.
- Please think aloud: say what you're looking for, what you expect to happen and what surprises you.
- The prototype runs all three tasks in a row. A short pop-up tells you when time has moved on.
- Some parts are simulated. For example, the camera uses a sample photo of a bedroom.
- Tell us when you think you've finished a task, or if you would give up.

Open the prototype ↗

Task 1 of 3

List items for move-out

Context

It's **Tuesday 22 September**, 14 days before you move out.

Your bedroom has a desk, a chair, a lamp and a storage box. You still need the chair for a few more days, and the storage box is coming with you.

Your task

You want to **get the desk and the lamp listed** so other students can claim them.

ITEM	CONDITION	PRICE	TRANSPORT
Desk	Good	$40	Car needed
Lamp	Good	$20	Carry by hand

People can collect from the **SciTech pickup point** on campus or **near your place**. Both are fine. You're usually free on **weekday evenings and weekends**.

If an item is still unclaimed near move-out, you'd rather **decide what to do yourself** at that point. You'd also rather **not give out your phone number**; messaging in the app is fine.

Task 2 of 3

Arrange a pickup

Context

It's **Friday 25 September**, 11 days before you move out. Since then:

- **Desk and lamp went live**
  Tue 22 Sep
- **Reyna booked your chair**
  Listed Wed 23 Sep · pickup Sat 26 Sep, 2–3 PM · SciTech
- **Wendy claimed your lamp**
  Just now

Your task

Wendy, another student, has just claimed your **lamp**.

You want to **agree a time and place with Wendy**, so you both know when and where the lamp will be collected.

You're free on weekends, and you'd rather make **as few trips to campus as possible**. The lamp is easy to carry, so you're happy to meet at the **SciTech pickup point** rather than share your address.

Open Task 2 in the prototype ↗

Task 3 of 3

Resolve an item at risk

Context

It's **Saturday 3 October**, three days before you move out. Since then:

- ✓ **Lamp and chair collected**
  Sat 26 Sep · one trip to SciTech
- ⚠ **No one has claimed your desk**
  Still $40 · 14 views, 0 saves

Your task

Your desk is still listed at **$40** with no claims.

You want to take action to **improve the chances of your desk being collected** before you move out.

You'd still like a little money for it, and you'd accept as low as **$20**. But making sure it's gone **before you move out** matters more.

Open Task 3 in the prototype ↗

Thank you!

Before we wrap up, we'd like to ask you...

1. Overall, how useful and helpful did you find MoveOut for managing a real move-out? Why?

2. Was there any part of the experience that made you feel confused, frustrated, uncomfortable, or uncertain?

3. Would you use MoveOut in a real move-out situation? What would you change or improve before using it?