

Script for Eye-tracking Study

Study published as:

Whalen, T., Inkpen, K. Gathering Evidence: Use of Visual Security Cues in Web Browsing. Graphics Interface 2005.

0. Consent form

1. Background Questionnaire
2. Phase 1

There are two parts to this study. In each, you will be asked to complete a short set of tasks on the Web, and will be asked to answer questions afterwards about your experience. While you are using the Web, your eye movements will be tracked with this eye tracker.

3. First we will need to calibrate your eyes with the tracker. I'll walk you through the steps. (after calibrating) It would help if you didn't move your head around too dramatically when browsing, but don't worry too much about it. Any questions?
4. Now we'll start the first part. We are trying to reproduce your own natural web browsing behaviour, so please try to relax and do these tasks as you would in your own home. Some of the tasks require the use of passwords and accounts. Rather than asking for your own private information, we will provide you with passwords and accounts belonging to our research lab. Please treat this private information with the same care and caution that you would use for your own private data; protect it online and keep it confidential.

The places you need to go are in your "Favorites" folder. I'll tell you which one to pick as we go along. Any questions?

- a. Gmail : this is web-based email.

{participant is given piece of paper with username and password for account}

When you get there, look at the list of messages stored in the Inbox. Then logout.

- b. CBC (www.cbc.ca/news) – online news site

Go to the main page and read the top news story of the day.

- c. your own bank {choice of 5 major banks provided}

Look in the Favorites->Banks and go to your online bank.

{ participant is given piece of paper with userIDs and passwords for bank account}

{banks: BMO; CIBC; RBC; Scotiabank; TD;

- d. Google : search for Citadel Hill Halifax

- e. shopping: infinitecables.com

In this case, we've already added something to the shopping cart to make it easier. Click on the shopping cart link and follow the steps through to buying the item.

Research Credit Card: (not a real card number)

VISA, exp. 0x/0x,;

Number: 452x xxxx xxxx xxxx

Name on Card: {research lab name}

Steps: 1. Shipping Canada Regular

State or Province: Nova Scotia

2. "Goto Payments" – we've already provided shipping info so you don't have to type it in. You can just click through the next page without adding anything.

3. When you get to the page that asks for Credit Card info, provide the number and expiry date.

4. submit and that's all.

End of Phase One

Fill out a short questionnaire about your experience. Please be as honest as you can, and don't just tell me what you think I want to hear. Don't worry if you can't recall exactly what you did; just fill this in to the best of your recollection.

Phase Two:

As you may have gathered from the questionnaire, what we're interested in is how you use the web pages and the browser when you're performing secure tasks: that is, entering private information, like passwords; and handling private information (like email).

This time, we'll get you to perform similar tasks, and this time pay attention to security, trying to be as careful as you can with the information. Please take any actions that you would normally take to judge whether or not it is safe to proceed with the activity (such as entering a credit card number). Take as much time as you want, and be as thorough as you like in order to make a judgment about security. If you decide that it is not secure to enter the information, tell us when you fill out the questionnaire that you decided there was a problem. In this case, you should still complete the task, as we have taken steps to ensure that nothing will happen to the private information, but we still want you to pay attention to the security information and **tell us** that you decided that the task was not secure.

Any questions?

Tasks:

{during tasks, reiterate that we want them to check out security information, so that they always remember to make checks, in browser or site or whatever they usually use}

1. Go to {whatever bank you don't bank with}; enter username and password; look at the account balance and log out.
2. Go to hotmail: {Username and password provided}
Look at the list of messages in the Inbox. Logout.
3. Go to chapters.ca

We've already put an item in the shopping cart and entered our shipping information. Just follow the steps to complete buying the item. You will need the Lab credit card number again. {provide card number to participant}

Final set of questions.

Now we have another short questionnaire. Again, be as honest as you can about your experience, We'd also like to know about any ideas you have for making security information easier to find, so we've provided opportunity for your feedback.

Thank you! This will help my research and I appreciate your taking part.

Pay them. Have them fill out the receipt.