

1. **Everything goes as planned.**

Robin has a creek running behind her property in the middle of Oklahoma. A 72 year old grandmother, she isn't up on the latest technologies but she does have an older smartphone she uses to send pictures to her family in Arizona. Her grandkids, Mikey and Cody, ages six and nine, come up frequently over summer vacation to come and visit. They love catching fish and wading in the creek, always under Robin's watchful eye.

A retired biology teacher, Robin is familiar with much of the terminology that was used in her training in Blue Thumb. She also understands the importance of collecting accurate data for experiments in her classroom, and pays attention to the training, happily going out with a group of new volunteers to collect data from a nearby stream.

She takes her testing kits home with accompanying notes for the various tests. She loads up the webpage at home and walks out to her stream to input the data, happy that the online option will save her a trip to the library to print out the form and the stamp to mail it.

She walks out to the stream, duffle bag with kit in hand, and inputs her data into the form. The pictures of the test on the website make it easy for her to tell which entry is for what test, and her training and excellent notes make it easy for her to perform the tests. After packing up her equipment and heading home, she connects to her home wifi and submits the form, receiving confirmation that her data was accepted by Blue Thumb's database.

Finding the app straight-forward enough, she starts including her grandchildren in her testing runs when they're up, working to instill in them the same passion for science that she has.

2. **Volunteer is confused by the webpage.**

Jon is a high school student and passionate outdoorsman. He gets solid "B"s in his science classes, acing the practical exams but doing poorly with memorization. Since Jon lives for the latest smartphones, his is loaded with apps for outdoorsmen, social media, and pictures and video from his latest adventures.

Hearing about Blue Thumb from a fellow hiker one day on the trails, he gleefully goes to a training day and receives a folder of documentation on how to run the tests, but takes no notes himself, preferring to fiddle with the tests instead. He goes to a field

day and has a Blue Thumb team member watch him do the tests and enter data into a paper form, which he does well.

However, when he packs the kits to take to his favorite fishing spot, he doesn't take his documentation with him. He pre-loads the webpage on the browser on his phone and heads out on foot, walking a few miles down the trails by his home.

When he gets to the spot, Jon breaks out the testing kits and prepares to test the stream. He takes a few pictures to post online later and wades into the water. After a few tests, he starts to notice that his values are out of range of what the app will accept. He redoes the test, but gets the same result. Still confused, he taps a question mark button next to the slider and reads the explanation. Seeing what he did wrong, he changes his units and his data is accepted.

He takes several pictures of the stream and saved the file locally for upload later. He also gets more than a few selfies so he can Instagram his first solo trip. When he gets home several hours later, he uploads the photos and the data to the Blue Thumb database, posting several pictures on social media of his excursion.

It takes several trips for Jon to get the hang of testing, but he quickly gets better. Eventually, he is able to start answering questions about testing on social media, and starts to recruit other volunteers.