

## App M2: Highs and Lows

### Overview

Welcome to mission 2. Now that you have the new Change.org app on your phone, your job is to use it!

Over the next week, please use it as much as possible and show us the highs and lows of your experience. Complete this and one final reflection mission to earn \$30.

### Instructions

WHEN:

This mission will close on Friday, June 24th at 9 am CDT (Chicago).

WHAT:

Document your experience using the Change.org app this week by capturing key moments in three snippets. Each snippet will represent a different high or low moment.

What's a HIGH moment? When you feel satisfied, excited or happily surprised and the Change.org is meeting your needs. What's a LOW moment? When you feel confused, frustrated or limited and the Change.org app is falling short of your needs.

HOW:

In each snippet, you'll choose to share a screenshot or a 30-second video that helps us understand the high/low moment. Then you'll answer 3 follow-up questions. Please try to show us some variation. Most importantly, have fun and be honest! Remember to complete 3 snippets this week in order to earn \$30. (In addition, there is one final reflection mission after this App M2.)

### Questions

1. Multiple Choice SINGLE SELECT

This is a...

- High moment
- Low moment

2. Open Ended 140

What prompted you to visit the Change.org app?

3. Open Ended 140

In just a few words: What are you about to show us? Get ready to take a photo or video!

4. Media MIXED MEDIA 30

Please take a video or upload a screenshot that helps us understand what is happening in this high/low moment using the Change.org app.

5. Open Ended UNLIMITED

In 3-4 sentences, please summarize this high/low moment. What were you doing or trying to do? Be specific about what did or didn't go well.

6. Multiple Choice SINGLE SELECT

How would you rate this moment using the Change.org app?

- 10 - It's awesome
- 9
- 8
- 7
- 6
- 5
- 4
- 3
- 2
- 1 - It's awful

7. Multiple Choice SINGLE SELECT

Is there anything that could be done to improve what you experienced?

Yes 9

No

8. Open Ended UNLIMITED

In a few sentences, please explain how this could be improved.

9. Open Ended UNLIMITED

How did you feel after using the Change.org app this time? Describe your emotions or mindset and if using the app affected you afterwards.

10. Open Ended UNLIMITED

Any other feedback you'd like to share with us?