

Section Check Usability Test Script

Welcome

Hi! Thank you so much for taking the time to join our study today. I'm Rutuja and I'll be moderating our today's session alongside Dan and Mike. We are here to collect your feedback on a prototype that we have created in an effort to keep an accurate balance of the sales floor inventory.

To test the prototype, we have brought with us this Zebra device which acts similar to a smartphone but has physical controls that you can use for scanning.

Before we start, I want to let you know that it is the prototype that we are testing, not you. So we would appreciate your honest feedback. Also, don't worry that you will hurt our feelings, because If you have trouble understanding the screens, so will other people. It is these pain points that we are trying to discover.

Throughout the testing I would request you to think out loud, so that we will learn from what you are thinking on each screen.

Sounds good?

Let's begin

Name: _____

How long have you been with Kroger? _____

How long have you been in your current position? _____

- **On the main menu –**

Today we are going to test a feature called “section check” I was curious to know, what comes to your mind when you hear this term “section check”? What do you think you are supposed to do by selecting it?

- **Section check page**

1. Could you tell me a little bit about what you think this page is?
2. Now I'm going to give you a small task:

Let's walk over to the candy section in the store. Now let's assume that today the

system has recommended you to count the candy section. Would you be able to click through the prototype to show us how you would do that?

Expected Path:

- Login > Main menu> select section check > select candy section > enter quantity

Task Evaluation:

___ **Independent completion** - The participant completed the task without critical or non-critical errors

___ **Completed with Non-Critical Errors** - The participant completed after non-critical errors

___ **Critical Error Committed** - The participant was unable to reach the desired goal/complete the task

- **Candy section – position 3**

Now let's assume that you couldn't find the snickers at the location that the system has given, what will you do?

Expected Path:

- Login > Main menu> select section check > select candy section > enter quantity > tap next > tap "can't find?skip"

Task Evaluation:

___ **Independent completion** - The participant completed the task without critical or non-critical errors

___ **Completed with Non-Critical Errors** - The participant completed after non-critical errors

___ **Critical Error Committed** - The participant was unable to reach the desired goal/complete the task

- **Candy section – position 4**

1. Let's say that you want to check on what products that you have counted and what are remaining. How will you do that?
2. Now you want to go back to your count, what will you do?
3. And if you think that you are done counting this section, what will you do?

Expected Path:

○ Login > Main menu > select section check > select candy section > enter quantity > tap review > tap continue count > enter quantity > tap review > tap submit

Task Evaluation:

___ **Independent completion** - The participant completed the task without critical or non-critical errors

___ **Completed with Non-Critical Errors** - The participant completed after non-critical errors

___ **Critical Error Committed** - The participant was unable to reach the desired goal/complete the task

After the walkthrough,

1. On the scale of 1 to 5 with 1 being the easiest and 5 being the most difficult, how would you rate your experience of using the section check feature?
2. Why did you give that particular rating?
3. Thinking back to the tasks you went through today; do you foresee any challenges that other users might face?
4. Any additional feedback, ideas, comments, concerns you would like to share?