Protocol: Parcel Protector

Introduction:

(Following informed consent…) Thank you for agreeing to participate. For the next half an hour we will have you inspect our product and phone application so that you can give us insight into

When inspecting our product and phone application, it would be helpful if you were to "think out loud" by explaining your thought process and actions as you do them as well as your likes and dislikes. This helps us determine if what makes sense to us, also makes sense to the public.

Do you have any questions before we begin?

Background:

1. First a quick question, do you online shop often?

2. If / when you order packages online, once delivered where do they end up most of the time?

3. Have you ever worried about the safety of your packages while they are waiting for you to retrieve them? If so, what would make you worry less while they are exposed on your doorstep?

Task 1:

Imagine that you just received our parcel protector and now need to set it up with the phone application. Without using the instructions given in the box, how would you go about doing this task? Walk me through your thought process and instincts when doing this.

Successfully finding and downloading the phone application	☐ Yes	☐ No
Successfully creating an account on the phone application	☐ Yes	☐ No
Successfully linking the parcel protector to their account	☐ Yes	☐ No

1. On a scale from 1-5, where 1 is "Very Difficult" and 5 is "Very Easy" how would you rate being able to use this website design to accomplish this task?

Task 2:

Imagine that you are a member of a family of four. Your family has made several purchases and most of them have been delivered to the parcel protector. You need to grab a select few that were delivered a few days prior for the current task at hand. Show me how you would use our app to distinguish which packages are the ones you currently need.

Successfully add a trusted user to account being used ☐Yes ☐No
Successfully finding delivery history page within phone application ☐Yes ☐No
Successfully found a package using the date delivered or weight record within the phone application ☐Yes ☐No
Successfully opened the box after account being given permission to access the box ☐Yes ☐No

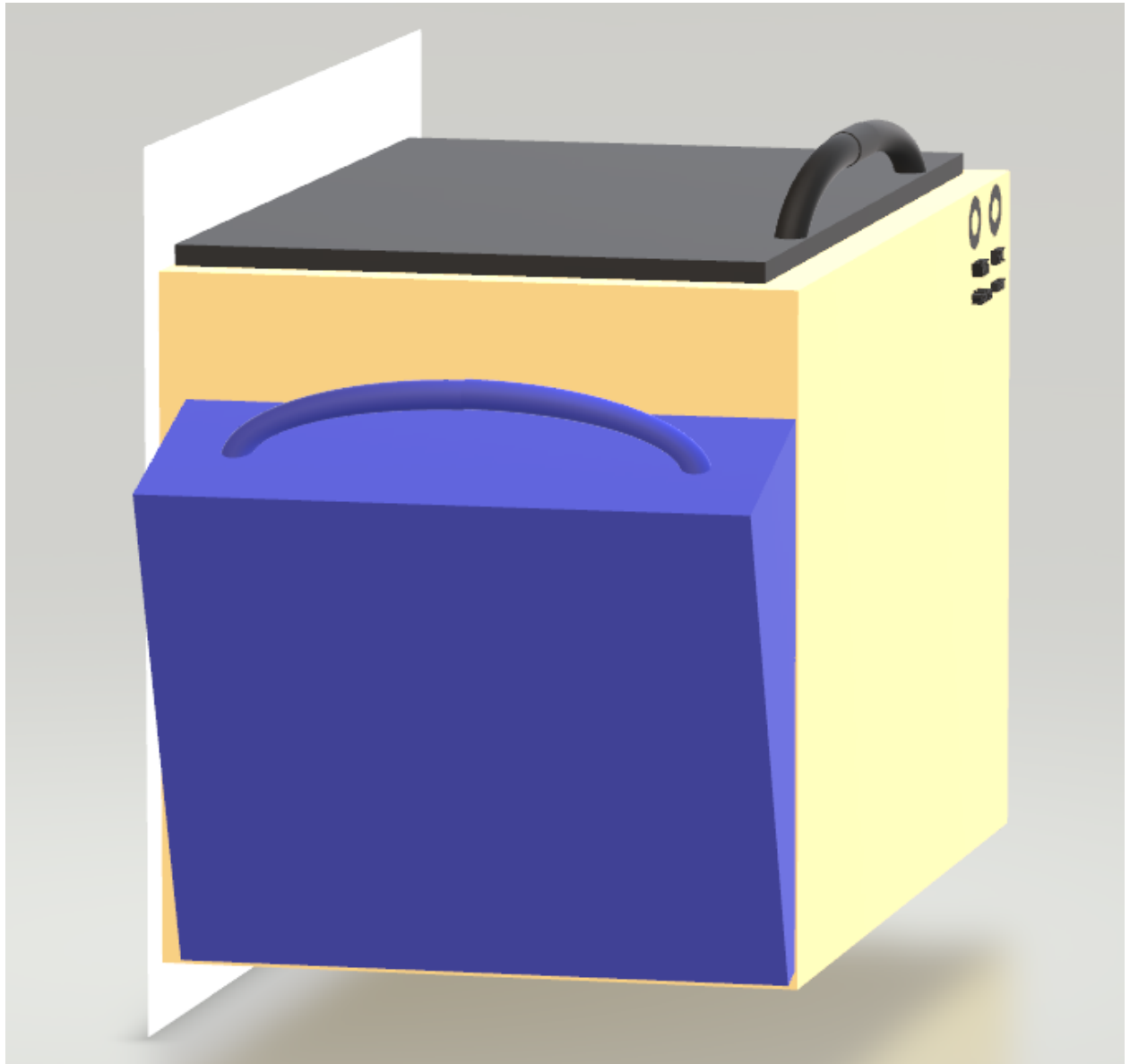1. From a scale ranging from 1-5, 1 being "Very Difficult" and 5 being "Very Easy", how would you rate being able to use the app to accomplish this task?
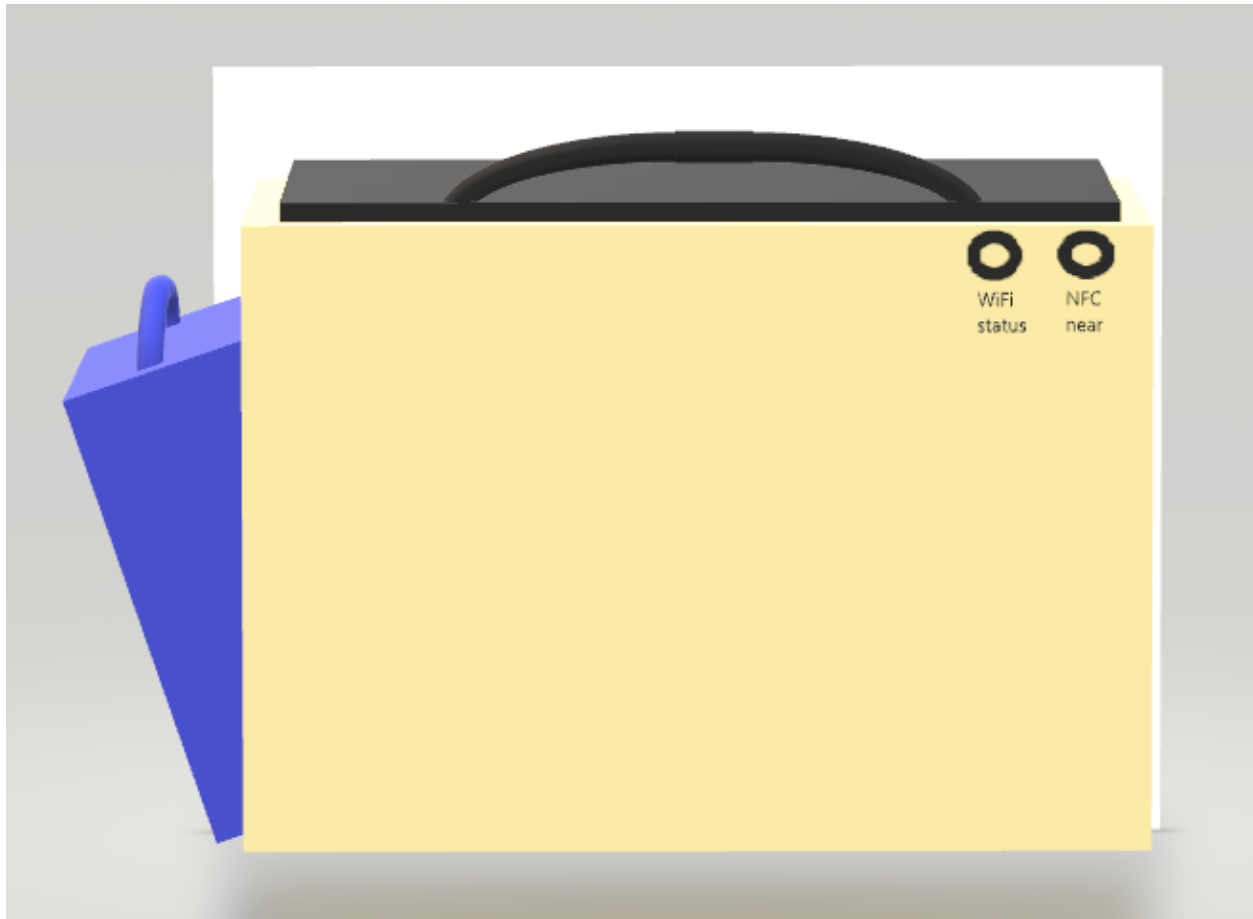
Task 3:

After showing you our parcel protector model. We will be testing your mental model of our parcel protector.

Successfully found hatch where parcel will dropped ☐Yes ☐No
Successfully found hatch for package collection ☐Yes ☐No
Successfully distinguished what the two LEDs mean ☐Yes ☐No

1. On a scale ranging from 1-5, 1 being 'I don't know what I am looking at' and 5 being 'I had no issues connecting the parts of the box to their purpose' how would you rate the learnability of the box?

Wrap-up:

Now that you have seen our product and phone application, I want to know more about your impressions of it. Overall, what did you enjoy or like most about it?

What did you like least about it?

Do you have any suggestions for additional features for our product or phone application?

Now I would like your opinion on certain features of the product and phone application:

- Basic functionality of parcel protector (how it opens / closes, locking mechanism)
- Basic functionality of phone application (was it easy to understand, was navigation intuitive)

Any other thoughts or comments ?

Thanks again for all your feedback, it will surely help in finalizing our product and phone application.