

Today we are going to be running a few tests of our prototype for a self-checkout kiosk system that is universally accessible. We are introducing a special application that allows you to select a grocery store and add items to create your own shopping list. When the phone is tapped with a kiosk at a grocery store, the shopping list is transferred and you can purchase your items by using the kiosk.

We are testing the solutions, and not you. Please feel free to ask questions if you do not understand something are you ok with photos being taken?? Do you have any questions before we start? Let's begin.

Scenario 1: If the user doesn't have a phone and uses the kiosk to find the item, add the item to the shopping list and check out.

In the grocery store, you wanted to buy Navel Oranges and Fuji Apples. You picked up these items and you are ready to check-out by using the kiosk.

Task-1 Please hold your items in front of the iPad camera to add them to your shopping list.

Here is your first item. Hand them an item. (navel oranges)

Should see a screen with navel oranges now

Hand them an item. (fuji apples)

Task-2 The item you searched for couldn't be recognized. Please search for your item by looking up the item on the kiosk.

Task-3 You scanned all your items! Please now purchase them. You only have cash on you.

What did u think?? What went well, what did not go well?

Scenario 2: User pairs their phone and they have a list.

You are planning to go to Kroger and you have made a shopping list for today's trip. You are going to be using your phone with a special app that pairs with the kiosk and efficiently transfers your items on your phone to the kiosk.

Task-1 Please select the grocery store "Kroger" on your mobile app and tap on the shop now button to start shopping.

Wait until shop now You can assume that your app already contains your shopping list items, there are currently 8 items on your list.

Task-2 Please search for “Apples” at Kroger by using the search bar on the mobile app // You decide you want Fuji Apples. Please add “Fuji Apples” to your shopping list.

Task-3 Please view your shopping list on your phone app.

Task-4 You have added all your items to your shopping list! Please pair your phone to transfer your shopping list to the kiosk.

Task-5 Great! Your items are uploaded to the kiosk. Please purchase the items that you transferred by using the kiosk.. You only have cash.

Questions:

- 1- How successful is the kiosk at helping you to know items in your shopping list and the price?**
- 2- How successful is the kiosk at helping you to find items and add them to your shopping list and check out?**
- 3- How easy is it for you to reference the app and the kiosk to know you have bought all your items?**
- 3- What challenges do you think using the kiosk and app like this may pose in a real grocery store?**
- 4- What do you like about this experience so far?**
- 5- What do you dislike about this experience so far?**
- 6- Do you think that any part of the design of the kiosk or phone app violates any of the ten listed Heuristics that you see on your paper?**

Here are the following items in your shopping list:

Your list:

- 1- Fuji Apples**
- 2- Navel Oranges**
- 3- Baby Carrots**
- 4- Corn**
- 5- Mushrooms**