Note: This is an example script.

Researcher Instructions

Please Read these Instructions and the **ENTIRE** script before conducting testing. Direct any questions to Victoria.

1. During testing, create a teams meeting and invite Victoria. Please share your screen showing the prototype and make sure to record so Victoria can analyze sessions later.

2. If possible, bring a mouse for participants to use instead of the trackpad. Check scroll direction to match the scroll direction in stores.

3. Moderator instructions are in Red text. These are reminders for you but are not read aloud to the participant.

5. Make sure you have all testing materials accessible.
    a. Test Script
    b. Link to the SEQ.
    c. Figjam link for screenshots

6. SEQ is on Microsoft forms. I've inserted screens telling users when to pause to make sure they don't go past where they should and red text instructions reminding you where to interrupt.

7. I suggest opening the SEQ and any other links at the beginning, so you have all tabs that you need open and ready to go.

Background

Goal: To allow employees to make adjustments to paint color by percentage and scale to a different size.

Objective:

1. How well do employees understand this new color adjust system?
2. What pain points do employees have with the new color adjust system?

Method

- In-person moderated usability at stores with and without paint kiosks
- Will use laptops to test.

Participants

- Paint Desk employees
- Department Supervisors
- CSAs that fill in

Testing Intro

Summary: Explain study, ask for consent for recording

My name is [name] and I'm a product designer. I'm conducting research to better understand employees' experiences using the technology for completing tasks. Before we get started, I wanted to ask if you're okay with having sections of our conversation recorded today? These recordings will only be used to revisit your feedback that you've provided today.

[ask for consent. If yes, then record second consent using statement below]

Do you give permission to take your feedback and use it internally to help us decide how to improve our products and experiences? Your feedback will only be used for this study and not shared with any third parties. Your feedback will also be completely anonymous. Your participation in this study is completely voluntary; you may choose not to take part and withdraw from the study at any time and without any negative consequences.

Do you have any questions?

For today's session, we will be reviewing a prototype for ordering paint and asking for

your feedback. While we go through the process, we're going to ask you to think aloud. This may feel awkward at first, but it's important for us to understand your thought process and why you made certain decisions. I may interrupt you to ask more questions, but please remember that during our conversation, there are no right or wrong answers and we want your honest feedback to help us improve this process and make sure we're on the right track.

Do you have any questions before we begin?

Test 1: Placing a New Order

Goal is to familiarize all participants with the system.

- **Task Scenario:** Imagine a customer comes in and wants to order paint for a new home renovation project. They bring **2 paint cans** to the paint desk for you to tint and they're **1 gallon cans of HGTV Home by Sherwin-Williams Infinity in Satin**. They want it in the color **"Coral Bloom."** Please input that product information now. I'll interrupt you at certain points to ask you a couple questions. If you need a reminder of the product information you're entering, please let me know and I can remind you. As a reminder, please think aloud.

Screen: Product Details

Watch the employee input the product information and when they finish interrupt them for SEQ:

- Before you continue, I'm going to ask you to answer a question about entering the product information. Please read the instructions on the screen before answering the question.

*****SEQ:*** Open SEQ link and have them complete **question 1** and then have them stop. SEQ LINK

Screen: Color Entry

- You can go ahead and continue inputting the necessary information to tint the customer's paint the color **"Coral Bloom."** As a reminder, please think aloud.

Watch the employee input the color information and when they finish interrupt them for SEQ:

• Before you continue, I'm going to ask you to answer a question about entering the color information. Please read the instructions on the screen before answering the question.

***SEQ**: Open SEQ link and have them complete **question 2** and then have them stop.

Allow employee to continue in the prototype to the next screen to watch if they adjust quantity:

Screen: Review Selections

• Please continue placing the order in the prototype: As a reminder, the customer brought you 2 gallons of paint to be tinted "Coral Bloom."

After the employee is finished on this screen ask them the questions below:

1. The button here says "Add to Queue." What do you expect to happen when you press that button?

• Thanks for going through the prototype. Now I'm going to give you another

scenario.

Test 2: Percentage Scaling

Re-load the prototype and make sure you're back at the beginning before starting

the next scenario.

• **Task Scenario**: Imagine a Pro customer comes in and wants to order paint in the color "Glacier Mist" but they want it to be **50% darker**. They bring **1 gallon of HGTV Home by Sherwin-Williams Ovation Plus in Eggshell to be tinted.** Please go ahead and place that order as you normally would. I'll interrupt you at certain points to ask you a couple questions. As a reminder, please think aloud.

Screen: Product Details

Watch employee and let them continue to the next screen. Encourage

thinking aloud if necessary.

Screen: Add Color

• You can go ahead and continue inputting the necessary information to tint the customer's paint the color **"Glacier Mist."** As a reminder, please think aloud.

Screen: Adjust Colorants

When the employee gets to this screen, tell them to pause before they continue and ask them the questions below before continuing.

• Before we continue, I want you to pause so I can ask some questions.

1. Take a few moments to look at this screen. Tell me your thoughts about this screen as you look it over.
2. What is the purpose of this screen?
3. What can you accomplish on this screen?
4. Without clicking anything, if you were to click on the "Adjust All Colorants" dropdown, what would you expect to see?
5. Now imagine you need to remove a colorant. How would you do that?
6. Without clicking anything, imagine you need to Add a Colorant. If you were to click on "Add Colorant," what would you expect to see?
7. Go ahead and click on "Add Colorant" and tell me your thoughts.

• Please go ahead and input the necessary information on this screen. As a reminder, the customer wants **"Glacier Mist"** to be tinted **50% darker**.

After the employee does this action, have them pause again and ask them the questions below.

1. [point to the formula section] Can you walk me through this formula section down here and explain to me what this means?

   Feel free to probe deeper here based on their response. Can ask things about the original amount, change amount, total amount, etc.

• I'm going to ask you to answer a question about adjusting the color. Please read the instructions on the screen before answering the question.

*****SEQ*:** Open SEQ link and have them complete **question 3** and then have them

stop.

ADJUSTING ONE INGREDIENT FOLLOW-UP

• Before we move on from this screen, I want to give you another scenario.

• Now imagine a DIY customer comes to the desk and they have a custom color formula that they've used in the past that they want to use again. They give you the formula and tell you they want this formula again, but want it to be "a little more green."

1. Can you walk me through how you would do that for the customer?

• Thanks for going through the prototype.

Test 3: Size Adjustment

• Now I'm going to give you another scenario.

Re-load the prototype and make sure you're back at the beginning before starting the next scenario.

• **Task Scenario:** Imagine a customer comes in and wants to order paint and they have a custom formula. The formula they give you was created for a **gallon size but they want to order it in a quart to finish up their project**. They're getting this in **HGTV Home by Sherwin-Williams Infinity in Semi-Gloss.** Please input that product information now for this order. I'll interrupt you at certain points to ask you a couple questions. If you need a reminder of the product information you're entering, please let me know and I can remind you. As a reminder, please think aloud.

Screen: Product Details

Watch the employee input the product information and when they finish interrupt them for SEQ:

• Before you continue, I'm going to ask you to answer a question about entering the product information. Please read the instructions on the screen before answering the question.

*****SEQ:*** Open SEQ link and have them complete **question 4** and then have them

stop.

Screen: Create Custom Color

• Go ahead and enter the color formula.

After employee enters formula and continues:

• I'm going to ask you to answer a question about entering the formula information. Please read the instructions on the screen before answering the question.

SEQ: Open SEQ link and have them complete **question 5** and then have them stop.

FOLLOW-UP QUESTIONS

• Thank you for going through those prototypes and giving your feedback throughout! I just have a few more questions to ask you to finish up.

Feel free to pull up the employee again if employees need to interact with it to answer these questions.

Process Questions

1. In your experience, how often are you doing color adjustments?

2. What is the most common or typical color adjustment customers are asking for?

3. What differences, if any, do you see in the types of paint adjustments Pro customers are asking for versus DIY customers are asking for?

4. Do customers ask for adjustments more on catalogue colors or custom formulas?

5. Which would you say is more common, a customer asking for an adjustment before paint is tinted, like the scenarios today, or after you've already tinted the color?

6. If a customer comes in and asks you to make a color "a little darker" or "a little lighter," what is your process for handling that?

7. If a customer comes in and asks you to make a color "more blue" or "less green," for example, what is your process for handling that?

8. Thinking back on your experience in paint, what was the most challenging color adjustment situation you had? a. Why was it challenging? Can you walk me through how you handled it?

Closing Questions:

1. Tell me your overall thoughts about the adjust color experience.

2. How does this experience compare to your current experience for making adjustments?

3. What was most helpful about this new experience?

4. What, if anything, did you find confusing?

5. What, if anything, is missing from the prototype?

6. What, if anything, would you add to the prototype?

7. If you could change anything about the experience, what would you change?

   Why?

8. What questions do you have for me about any of the prototypes you just saw?

That's all my questions. Thanks so much for taking the time to go through these prototypes and give me your thoughts and feedback so we can make this a better experience. I still have some other employees I need to get feedback from so I'd really appreciate it if you don't share anything you saw with them until I'm done here today. Do you have any questions for me or any final thoughts you want to add?

If they ask why they can't share: It's helpful for us for everyone who looks at the prototypes to come in without any knowledge and to keep an open mind. For example, if I saw a prototype that I loved and told my all my co-workers how awesome and perfect it is my coworkers might not want to share that they thought it was awful or point out things that they think can be better and we want everyone to feel comfortable being honest about their feedback. But once I finish up here today feel free to talk about it with each other and if you think of anything else that you want to share with us, please reach out.