



[PEER 2025 - Sonae use-case] Observation grid [EN]

Auteur : PEER project **Créé le :** 16/04/2025 **Mis à jour :** 21/04/2026 **Langue :** Français

Observation grid with 2 parts:

1. Observation during the task
2. Observation during the completion of the AIA index

01 - ETAPE 1

1. question9

HTML

Data Collection

- Document the context

2. ☐ Date - Location

Texte long

3. ☐☐ Participant (identifier)

Texte long

4. ☐☐ Experimenter

Texte long

5. question3

HTML

Task Start

- Introduction by the facilitator
- Consent form
- Start video recording

6. ☐ Date - Location

Texte long

Session start notes space (remarks, experimental biases, etc.)

7. question10

HTML

This is the simulation environment:

- **At the center**, there is a map of the supermarket.
- **To the left**, you will find the customer menu with:
 - (1) Shopping List
 - (2) Constraints,
 - (3) Target

You can open the different elements.

- **To the right**, there are:
 - (1) Control current position
 - (2) Products in current position
- **To the top**, there are different indicators.

8. tuto_note_1

Texte long

Session start notes space (remarks, experimental biases, etc.)

9. question2

HTML

You will start by familiarizing yourself with the various functions of the simulation environment. Then for the scenario, we will give you tasks to complete step-by-step.

Is it ok for you?

Let's start the tutorial.

- Please **add to your shopping list**
 - (1) Beverages ☐
 - (2) Fish ☐

[The experimenter checks that "beverages" and "fish" are on the shopping list. If not, do a reminder.]

- **Look at the route.**

Below the shop map, there is a route plan and explanations. Scroll to see the plan and explanations, if needed.

10. tuto_note_2

Texte long

Session start notes space (remarks, experimental biases, etc.)

11. question19

HTML

- **Move to the first product** using the arrows in the “control current position” section on the right.

[The experimenter waits until the participant arrives at the product.]

- **Pick the beverages** .

To add products in your basket, use the “products in current position” section on the right and click on the “purchase” button.

[The experimenter waits until the participant clicks on the “purchase” button. If not, do a reminder.]

- **Go to the fish station** .

- *[The experimenter waits until the participant arrives at the fish station.]*

12. tuto_note_3

Texte long

Session start notes space (remarks, experimental biases, etc.)

13. question5

HTML

When a product needs to be picked up at the meat or fish station, there is a queue like in real life. A waiting time for the station is automatically activated: the “queue time” section on top. It is as if you had picked up your ticket to queue at the meat or fish station in a real supermarket.

- **You notice that it is not your turn yet** at the fish station.

In this case, you can either:

- o Decide to continue your shopping in the supermarket
 - o Wait at the station
-

14. tuto_note_4

Texte long

Session start notes space (remarks, experimental biases, etc.)

15. question14

HTML

- **You wait and advance the time.**

To wait, use the red button on the right.

You will see that the waiting time at the fish station decreases.

[The experimenter waits until the participant clicks on the red button. If not, do a reminder.]

- **When it is your turn**, add the product in your basket.

We have finished with the tutorial.

Now we can refresh the simulator environment.

16. tuto_note_5

Texte long

Session start notes space (remarks, experimental biases, etc.)

17. question21

HTML

Planning

Let's start with the scenario.
We will give you tasks to complete step-by-step.

□ Through your interactions with the simulator, please speak as "if you were thinking out loud". This helps us to better understand your actions.

□ Imagine you want to do your grocery shopping at a MC Sonae supermarket. Today, you have decided to use the new version of the SIGA application, which helps you plan your route through the store based on the products you have on your shopping list.

18. What is the user doing?

Champs multiples

Use a simple and contextualized numbering.

- -
- - **Problems, ask for help**
- - **Attitude, sighs, laughters, reactions**
- - **Interactions with MVP, following route, reads explanations**

19. question22

HTML

Product list

- As a first step, **you want to buy some products** for your groceries. I will give you the list:
(1) Apple, (2) Carrot, (3) Canned food, (4) Ice cream, (5) Meat
Add all five items to your shopping list.
[The experimenter checks that all the ingredients are on the shopping list. If not, do a reminder.]

- You don't want the ice cream to melt.
Indicate in the app that you would like to pick up the ice cream last.
[The experimenter checks that the constraint is selected. If not, do a reminder.]

20. What is the user doing?

Champs multiples

Use a simple and contextualized numbering.

-
- **Problems, ask for help**
- **Attitude, sights, laughters, reactions**
- **Interactions with MVP, following route, reads explanations**

21. question28

HTML

Parameters

- You want to go fast and **minimize your shopping time** but take the time to compare the two possible routes: shopping time and shopping distance
[The experimenter checks that the participant compares the two targets. If not, do a reminder.]
- Choose the fastest route.
[The experimenter checks that the participant selects the “minimize shopping time” button. If not, do a reminder.]

22. What is the user doing?

Champs multiples

Use a simple and contextualized numbering.

-
- **Problems, ask for help**
- **Attitude, sights, laughters, reactions**
- **Interactions with MVP, following route, reads explanations**

23. question27

HTML

Second step

- You enter the MC Sonae supermarket, and you start shopping. You can choose to follow the route or not. **You can do it as you want, just like in a real supermarket.** (To move on the map, you can use the arrows.)
[The experimenter waits until the participant arrives at the first product.]
(To add products in your basket, you need to use the “products in current position” section on the right.)

24. What is the user doing?

Champs multiples

Use a simple and contextualized numbering.

- ☐-
- ☐- **Problems, ask for help**
- ☐☐ - **Attitude, sights, laughters, reactions**
- ☐ - **Interactions with MVP, following route, reads explanations**

25. question24

HTML

Last step

- ☐ After picking the meat, **you realize you also plan to buy cheese.** As you have no idea where the cheese in the shop is, you decide to add it to your shopping list.
 - Please remove all products from the “select products to add” section.
[The experimenter checks that the participant deletes the products. If not, do a reminder.]
 - **Now you can add cheese on your shopping list** and continue your shopping as you want, just like in a real supermarket.
[The experimenter checks that the participant adds the cheese to the shopping list. If not, do a reminder.]

26. What is the user doing?

Champs multiples

Use a simple and contextualized numbering.

- ☐-
- ☐- **Problems, ask for help**
- ☐☐ - **Attitude, sights, laughters, reactions**
- ☐ - **Interactions with MVP, following route, reads explanations**

27. question26

HTML

- You can ignore the field “survey” if you want. Please click on the “submit” button.
[The experimenter makes sure that the participant clicks on the “submit” button.]

28. Duration of task completion

Texte

Example : 23 minutes = 00:23

03 - AIA INDEX OBSERVATION

When the participant completes the AIA index, the experimenter notes their observations in the Peac²h form.

29. question8

HTML

Thank you for completing all the tasks!

Now we are going to move on to the post-task debriefing to gather your feedback on the AI assistant. To start, I am going to ask you to fill in this questionnaire, which contains around sixty questions. This questionnaire is used to evaluate the trustworthiness of an AI assistant.

- To complete the questionnaire, you have to answer the different items with 'strongly disagree', 'disagree', 'neutral', 'agree' or 'strongly agree'.
- If you are unable to answer an item, please check the 'I can't answer' box. **If you do this, please explain verbally why you can't answer.**
- If you have any questions about certain items, please do not hesitate to ask us.

30. question4

HTML

AIA Start

- Instructions by the facilitator
- Request for think-aloud

31. ☐ Date - Location

Texte long

Mid-session notes space (remarks, experimental biases, etc.)

32. question13

HTML

AIA index

- Observation

33. ☐ Verbatims during questionnaire completion

Texte long

Note sighs, laughter, reactions, and indicate the precise observed moment for contextual analysis.

Transition Interviews

- Instructions by the facilitator

35. Date - Location

Texte long

End-of-session notes space (remarks, experimental biases, etc.)

36. Duration of task completion

Texte

Example : 23 minutes = 00:23