**Form for recording critical events from PetSmart video clip review**

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|  | **Participant** | | | | |
| **Critical Event** | **1** | **2** | **3** | **4** | **5** |
| Incorrect first click |  |  |  |  |  |
| Expressed uncertainty about whether typing to filter breeds would work |  |  |  |  |  |
| Typed to filter breeds |  |  |  |  |  |
| Reported incorrect grooming fee |  |  |  |  |  |
| Completed task successfully |  |  |  |  |  |
| Completed task efficiently (happy path) |  |  |  |  |  |
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