**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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