**CONTEXTUAL INQUIRY INFORMATION SHEET**

# Experiences of the Blind and Low Vision Community with Consumer-Facing Smart Retail Technology

We would like to invite you to take part in our research study. Before you decide if you wish to take part, we would like you to understand why the research is being undertaken and what it will involve. Please take your time to read the following information carefully and feel free to ask any questions. If you agree to take part in the study, you will be asked to sign a consent form. Thank you for your time.

# Purpose of the Research:

We are conducting observations of blind and low vision individuals who shop at physical stores while interacting with technology in retail environments. This is being done in order to understand the impact on blind and low vision consumers that such technologies have when purchasing products at a physical store. For participating, you will be compensated $30 for your time.

# Explanation of Procedures:

During the study, you will be asked to find and purchase a small item using a self-checkout. A researcher will be observing your interaction. As best as you can, please go about your interaction as if the researcher is not there and feel free to think out loud as you go. It is important to remember that you are not being tested and that there are no wrong actions or comments! Researchers are seeking to understand how to improve retail technology for blind and low vision users, so it is important to get true data. After this process of observation, you will be asked questions related to your experience with the self checkout. If you begin the study and decide you no longer want to participate or do not want to answer a particular question, you can withdraw or choose not to answer a question at any time without any consequences. You may also ask to take a break if you feel the need to do so.

# Who can take part in the study?

You must be over 18 years of age, have a visual impairment resulting in visual acuity of less than 20/70 in your stronger eye, and, to some extent, shop for yourself at retail stores.

# What are the possible benefits of taking part?

In our experience, people enjoy taking part in research as they are helping to develop and inform future technology. Your involvement will help us understand ways in which we can work to ensure that retail spaces remain accessible to all.

# How long will the contextual inquiry take to complete?

The contextual inquiry will last a maximum of 90 minutes.

# What are the possible disadvantages and risks of taking part?

We don’t anticipate any risks to you but there may be some we have not anticipated. All participation is optional to you and you may choose to stop at any time. All participants will be kept anonymous.

# Use of My Information

We will follow ethical and legal practices. All information will be handled in confidence. You do not have to complete the contextual inquiry. If you change your mind at any point, we will not include your data. We will use your data on the basis that it is necessary for the conduct of research, which is an activity in the public interest.

The data and results of the study may be used in future publications, but precautions will be taken to make data anonymous. In doing this, we hope the dissemination of our findings will inform the future professional practice of researchers for creating useful computing and mobile authentication methods.

# Withdrawal from the Project:

Your participation in this research project is completely voluntary. You may decide to stop participating in this project at any time without penalty. You are free to leave or stop at any time. Refusal to participate in this study or withdrawal from this study will have no effect on any services you may otherwise be entitled to.

# Who to Contact with Questions:

This project has been reviewed by the RIT Institutional Review Board. If you have any concerns or questions about the conduct of this research project or about your rights as a research participant, you may contact:

Heather Foti, Associate Director, Office of Human Subjects Research

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You may also contact the research team:

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