

# User Testing Plan & Transcript

## Paper prototype version 1

Evaluation Method: Interview

Rationale: In the very early stage, I would like to conduct an interview to obtain general feedback and attitude from users.

Demographic

User	Year	Gender	Occupation	Living Status
001	28	Female	Professional	Living alone
002	22	Female	Student	Living alone
003	19	Male	Student	Living with roommates

### Basic Interview Question List

1. Do you know the Container Deposit Scheme (10c refund program)? Do you ever recycle the bottles in the container recycling centre? What do you think of the Container Deposit Scheme?
2. How do you do your recycling in daily life?
3. How do you deal with the large waste?
4. Do you think the RecycleCircle will help you?
5. What do you think of the education content in the design?
6. What do you think of the online community?
7. Do you have any other ideas of design?

### The Summary of the Interview Transcript

User 001

I know the 10c refund program, but I never recycle the bottles in the recycling centre. I think the intention of the program is really good, both for people and environments. (Q: but why you didn't go for recycling?) I am too busy to go to the recycling centre and I am living in the apartment, I do not have much space to store the bottles and I do not like to store bottles either. Normally, I will just roughly sort types of waste and through in bins. For the large waste, I will ask my friends for help. But if it is too large I need to call professional workers. I think it kind of helps me to deal with the large waste, but I do not think I will go to the recycling centre quite often since the location is a little bit far to me. The education content is quite good for me to gain some related knowledge. I don't think I will participate in the online community since I do not have much time for group activities. Generally, I think the design idea is quite good, but I feel like it could be more attractive.

User 002

Yes I know the 10c refund program, I have recycled the bottles once. I think the 10c program could encourage people to recycle the bottles. But I need my friends' help so that I could recycle bottles

since I don't have cars. (Q: so you will store the bottles then go to the recycling centre?) Yes, I will store the bottles until it is too many in my garage. I feel struggling to recycle so many bottles. In my daily life, I just put recyclable waste in the green bin. The large items I will ask removal firm to help me, but if it is not too large I will try to tear them apart to put in to the bin such as boxes or small furnitures. I think RececyleCircle will definitely help me for doing large waste, some times I can not carry them as well. I don't think I will read the education content in the website honestly, I would like to read related information on social media. The online community is depended on its topic, if I am interested in I might participate in. For the design, I think you could add more instructions about how the system works, such as you could put your picture in the website as well, and I would like to know the algorithm of how to convert the points.

User 003

I heard about the 10c refund program, but I don't know how to recycle. (Q: so you haven't pay attention to the bottle recycling right?) Yes, I just throw them in to rubbish bins, sometimes I will do the sort but sometimes I will just throw them in to general bins. I think the program is encourage people to recycling but it is hard for me to collect them together and go for recycling, I always forgot that. The large waste I will ask my friends to help me or put them on the pavement for people to collect, if there is no one to collect I will contect the removal company to help me. Yes, I think the RecycleCirle will help me but I think if the daily sort is also accountable that will be more convenient. The education content is not interesting me since I don't like to read articles. Rather than online chat in the website, I think if just link to Facebook community that will be more convenient. I think the idea of design is really nice, I hope it could provide more flexible solutions.

## Paper prototype version 2

Evaluation Method: Time on Task, TAM questionnaire and Think Aloud

Rationale: I would like to investigate more about how user would accept and use my prototype, and try to improve usability and functionality.

### Demographic

User	Year	Gender	Occupation	Living Status
001	28	Female	Professional	Living alone
002	20	Male	Student	Living with roommates
003	20	Female	Student	Living with roommates
004	19	Male	Student	Living alone
005	25	Female	Professional	Living with roommates

### Time on Task

1. Log in to the system
2. Check the how the points works
3. Check the current activities
4. Check the communities
5. Find the nearby location to recycle
6. Book your time slot for large waste

### TAM Question list

\*Recycling activities including daily recycling activities, container refund recycling and large waste recycling.

PU1 I can accomplish my recycling activities more quickly using RecycleCircle.

PU2 I can accomplish my recycling activities more easily using RecycleCircle.

PU3 RecycleCircle enhances my effectiveness in recycling activities.

PU4 RecycleCircle enhances my efficiency in recycling activities.

PU5 RecycleCircle enables me to make better decisions in recycling activities.

PU6 Overall, I find RecycleCircle is useful.

PEOU1 Learning to use RecycleCircle is easy for me.

PEOU2 It is easy to use RecycleCircle to accomplish my recycling activities.

PEOU3 Overall, I believe RecycleCircle is easy to use.

ATT1 In my opinion, it is desirable to use RecycleCircle.

ATT2 I think it is good for me to use RecycleCircle.

ATT3 Overall, my attitude towards RecycleCircle is favourable.

ITO1 I will use RecycleCircle on a regular basis in the future.

ITO2 I will frequently use RecycleCircle in the future.

ITO3 I will strongly recommend others to use RecycleCircle.

## Think Aloud

Do you think the system is flexible enough?

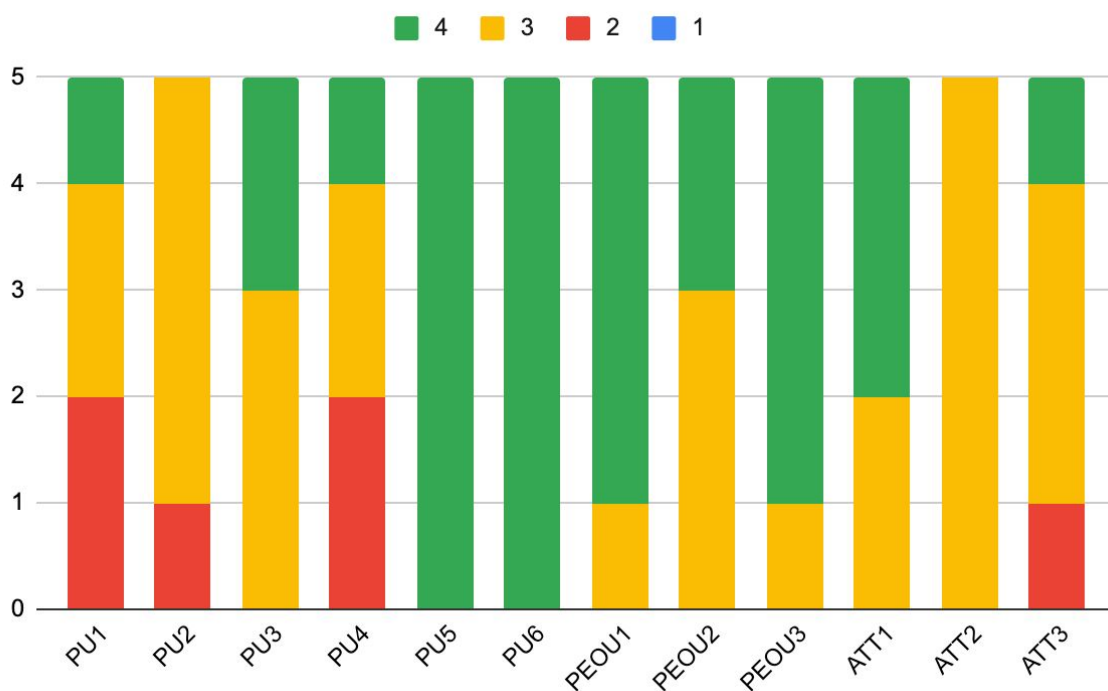
What do you think of social features like online communities?

## Result Summary

### *Time on Task summary*

Most of the users' operations are smooth, but in the process of finding more information about points, they have spent longer time to do the task. Besides, 2 of them show the confusion about booking the time slot and finding nearby locations. They are not sure the nearby location is for container recycling and the book time slot is for large waste removal.

### *TAM Results*



### *Think Aloud summary*

Most of the user think the system is relatively flexible but they would like the system could be easier to access. If they would like to recycle containers or other waste, it is hard for them to bring the waste to the installation. They think the online community may increase the social interaction but if the community could provide some real benefit for users, more people would like to participate in the community.

## Medium-fid prototype

Evaluation Method: Time on Task

Rationale: I would like to investigate if there is anything obstruct user's operation

Demographic

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001	28	Female	Professional	Living alone
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003	20	Female	Student	Living with roommates
004	19	Male	Student	Living alone
005	25	Female	Professional	Living with roommates

### Time on Task

1. Log in to the system
2. Check the how the points works
3. Check the current activities
4. Check the communities
5. Find the nearby location to recycle
6. Book your time slot for large waste

### Result Summary

After I explain my whole idea to testers, they process the time task individually. The process is coherent and there is no question about each task and no longer hesitation during the test.