Paper Prototype 2 – User Evaluation Notes

USER 1
- Task 1:
  - Easily did task
- Task 2:
  - Easily found comment via cream in fridge tab
- Task 3:
  - Got spinach from fridge tab
- User Comments & Observations:
  - When adding items, show recent items for ease
  - Understand app to be food tracker to minimise wastage
  - Maybe instead of words/labels for fridge shelves could use icons like to food products – like the use of icons as make it clearer to see and don't have to read a lot, which they don't want to be doing in the kitchen or while prepping food
  - Liked the use of simple icons with not much writing on the fridge screen
  - Liked houses feature, felt it was more of an extra
  - The plus on houses tab – thought it was to add another house, expected plus to be on own house page
  - Would be interested in how much my house wasted and curious of what others wasted
  - But not sure if say others wasted lot of watermelon but I didn't – I may not be interested in knowing that
  - The reward works but has less significance in app than rest of app
  - The process of adding food was find – I liked the search function so can add food easily – search 'C' for chicken
  - May prefer square based category instead of rows to easily see popular foods- maybe change layout if have too many groceries
  - Is intuitive overall and not too complex of time consuming to use because that would stop me from using it
  - Like the idea asking who you are before add item because is a shared device
  - It is not a hassle to use – can add an item within 5 clicks which is a plus
  - Maybe optimise the steps more to make more intuitive, faster and easier to do so is like an encouragement for user to use because user needs to use the app to achieve its goal
  - I think an estimate of expiry is alright because don't need exact – because the main problem with tracking apps is people don't use it because it's a hassle. If for milk put expiry 8 days but expires in 10 days – doesn't make big difference
  - Could image recognition of milk – camera recognise its milk and use maximum expiry of 14 days as estimate
  - Barcodes are complicated

USER 2

Went through tasks pretty quickly, no real hesitations

User comments:
- If at home – talk in person if others there but housemates usually out and about, can't get everyone in always
- Not care too much about competition – some useful not all for me – badge icon not a real reward
- Barcode scan – fine, prefer over add but like tap
- Maybe remove today's tip, bookmarks – doing a lot and too many features
- Make add/remove faster
- Great to share recipe
- There are a lot of dates on the food page, it's a bit overwhelming – I don't really want to know it all expect for expiry

USER 3
User Comments:
- Make interface as simple as possible
- Expiring soon – make more visible – alert, send notification
- Add items – own account for household, make simpler process – scan dates and generate expiry automatically
- Search bar at top – scan barcode = simulate process
- Could create a community
- Say I have garlic and I don't want anymore – could share and borrow – what neighbours have left – don't want things anymore – have other things
- trust
- Mark things don't want and can see others fridge
- Image recognition – expiry
- Social – how make full use of food

USER 4:
- User Comments:
  - Houses
    - Like idea of tracking – helps them keep on top of it and motivated
    - Would be interesting to see in my friend's fridge – so can try new drinks as sometimes don't know what best – get recommendations from others
  - Buy a lot of food – take time to add
  - But if buy few is ok
  - In some situations may prefer to directly communicate with others but useful for busy friends – not much chance to talk about food
  - Like colour ownership – some people touch others food without knowing. Colours are simple and like how doesn't have much text

USER 5
- Task1:
  - Instinctively want to add something – look for plus sign
  - Confused on plus sign to add food on timeline page
  - After while clicked fridge tab
  - For tomato sauce looked at vegies, fruit and other section – took some time
- Task 2:
  - Took few seconds to realise where was, but found
- Task 3:
  - Clicked spinach from fridge tab
- Task 4:
  - found plus rather quickly
- Task 5:
  - Easily found houses
- Task 6:
  - Initially went to own house page to add post, didn't know plus sign on houses tab was to post

- User comments to questions & Observations:
  - Was a bit overwhelming at first, but once started getting hang of it got used to doing the tasks
  - Thought the comments to talk to housemates from fridge would not be useful if housemates at home – would verbally ask but thought for most of time it would help as housemates are at uni, on way home
  - On home screen have a plus icon at bottom right corner to add item straightaway
  - Their understanding of what the app is: the app helps people track what's in fridge without having to call people in a more convenient way
  - The app is helpful in a scenario if housemates are not picking up phone can use app as secondary method on checking whether or not there are ingredients in the fridge
  - The app is pretty good enough – I wouldn't add any more features because that would make it overwhelming, there is enough
  - Would find it useful to have it placed in the kitchen so can see food while preparing and also when come down to look in fridge for a snack can just look through app without needing to look through entire fridge and move items about – saves time and less hassle

USER 6
- Task 1:
  - Found plus icon and added ingredients – paused a bit on how to add sauce
- Task 5:
  - Found houses easily

- Task 6:
  - o Easily posted, had some confusion as to plus icon, potentially a camera icon

- User Comments & Observations :
  - o App would be very useful in circumstances where don't know housemates too well or are too busy
  - o Instead of having to type everything, just choose what have to add and was pretty easy
  - o A scanner may be more convenient but would involve more effort and could have issues like in shops where scan twice or it doesn't work
  - o The houses feature may be useful, but I don't really know my neighbours in this case
  - o Couldn't find the add button at first, maybe specify clearer so know to add to fridge
  - o Thought app could help coordinate food in fridge amongst housemates

USER 7
- Task 6:
  - o Confused of add post icon – thought it was add house.
- User Comments:
  - o Reminded user of self serve at shops
  - o Commented add post button should be under own house
  - o Encourage users to eat food well before expiration date rather so users don't leave food to expire to get higher score. So could give more score for eating sooner – food always tastes better when fresh so encourage people to eat earlier
  - o If saw post of food and liked could then ring them up and get recipes -like having only post of photo because people know and if like it can ask them for recipe
  - o Agrees the app would be able to encourage users who already want to save food and waste less but harder to encourage people who don't care – it is more for people who want to save food but need some help
  - o Could take a photo of receipt to get names of food items and put into machine- especially for a big shop
  - o People buy similar stuff – maybe have something that knows what an average shop is
  - o Shops can only put food on shelf for certain day – like week before expiry – could get that data and get minimum expiration date
  - o If telling people its expired but if they don't want to eat it they won't
  - o Could visualise what's in fridge
  - o Like idea of saying this is mine – tracking people is social thing and could maybe use statistics of it to keep track of if they are actually using it and compare it to household o see who's wasting the most food – evoke more

responsibility - Sam had the most saved food for the month – jane didn't save as much food but I ate all food I said I would

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USER 8:
- User Comments:
    - ○ Like how can search for items that are not on list
    - ○ I would be more interested in what my housemates' statistics were
    - ○ Not that motivated by what other houses waste levels are, its interesting to see the house image posts though.
    - ○ App would need to integrate easily into their daily life for them to use it
    - ○ Uses apps that are simple, apps that are too complex with too many features then struggle to use daily

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USER 9:
- Took some time in finding item location to add – made comment that if fridge was organised like their usual fridge it would be easier to find where items were in the app
- User Comments:
    - ○ Could make the expiry more bright and bigger so it sticks in my face because in the kitchen when I walk by then I can see it and remember
    - ○ Sometimes sticks paper on the fridge with notes for plans for meals
    - ○ Uses group chat to message other members about what to eat and cook – what plan is – but finds that it can be all over the place with so many chats and ways to use – hard to keep on top of