





Usability Testing Analysis

 Assign	
 Status	Completed 

Interview Results

 Participant #	 Lives in	 Current recycling habits	 Why	 Recycling when out and about	 Why 1	 Difficulties	 Motivations	 # Recyclability / knowle
1	Newham	Bin at home, puts in things she knows that she can recycle off the top of her head. Basically things she used to recycle at home when she was younger. Now finding out things everyday. If she knows she could do it in the past she always does it - doesn't check to see if this has been updated. Doesn't empty out old food out of cartons.	Wouldn't know how to educate herself. Sees recycling as one big thing.	Usually throws it out unless theres a designated and obvious recycling bin.	It's easier to not recycle than to go through all the effort of finding a bin and then understanding the classification etc.	Hard to find bins. Often not clearly labelled.	Ease/ Saving the environment - thinks she should recycle. The people she's around are really into it and encouraging. It's getting a lot easier to do it because more places have recycling bins when you go out.	2

Aa Participant #	Lives in	Current recycling habits	Why	Recycling when out and about	Why 1	Difficulties	Motivations	# Recyclability / knowle
<u>2</u>	South Kensington	Tries to do her best - keeps stuff in her room to try later. Would describe herself as conscious but not super conscious. A great motivation is an access to separate bins - even visually.	Bins get filled up so quickly because there's not much space to put the recycling and that's discouraging. When she's busy and everything piles up, she recycles less because the habit is ingrained. Washing items takes effort and is hard/annoying.	If she has waste she tries to recycle or takes it home to recycle. unless it's something big. If she finds other people's rubbish on the tube, she picks it up.	When she's out, tries to produce less waste. Seeing other people's rubbish annoys her.	In the city there are very few bins already, and it's even hard to find recycling ones.	At school she had an upbringing centered around being environmentally friendly - e.g. don't use your car days and other initiatives. This instilled motivation in her. She then looked into it on a more personal scale. Her objectives have now changed - before: if you recycle that's fine, now: only recycling, reduce waste	4
<u>3</u>	Hammersmith	Has a paper bin at home. Also has a composting bin in Ireland. Generally quite good. Mum doesn't wash out milk carton but gran does. Knows the basics, tries to make others do the basics		Yes but it's hard to be able to pour things out/clean things, so puts in the general waste so as not to cause contamination.		Availability of facilities	It's the right thing to do/feels like she should do it. Better for the environment, doesn't want plastic in the ocean.	3

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<u>4</u>	Cambridge	Tries to recycle everything she can - always rinses/washes before putting in the recycling. Also makes an effort to dismantle non-recyclable components from recyclable ones. Tries to buy things in packaging that can be recycled.		If theres a recycling bin. Might sometimes keep hold of some rubbish to take it home and recycle.		Sometimes doesn't know if things are recyclable. Theres often not a bin.	Cares about the planet. Also knows that a lot of people don't really put that much effort in, so feels like she should do more to make up for them.	4
<u>5</u>	Earls Court	Often forgets to put recycling out. When that happens, the recycling goes in the normal bin. Doesn't produce much recyclable waste. Trying to cut down on single use plastics - so if she uses something its either reusable or she tries to recycle it.		At uni where there's recycling bins, yes. Out and about generally no.	Not recycling options.	Isn't always sure what the correct option is, so guesses.	Environmental.	3
<u>6</u>	South Kensington	Really different in the UK when compared to portugal. Sorts it in her room and then puts it in kitchen bins 1-2x a week when she has free time to seperate and clean things.		Yes. When there's not seperate bins she separates her own in bags.			Save the planet, do everything we can etc.	3.5

Aa Participant #	≡ Lives in	≡ Current recycling habits	≡ Why	≡ Recycling when out and about	≡ Why 1	≡ Difficulties	≡ Motivations	# Recyclability / knowle
Z	Enfield	Tries to do the right thing.	No food recycling. Where she lives they just take it anyway and sorts it.	Yes if there is a recycling bin. Wouldn't hold onto waste to take it home, would just throw it out.			If you don't recycle the bin gets really gross. Wants to avoid landfill. Good for the planet	4

Quantitative Data Analysis

Rates

Aa Metric	# Scanning First Item (%)	# Initiating Another Scan (%)	# Image Classification (%)
<u>Success Rate</u>	100%	100%	71.43%
<u>Error Rate</u>	0%	0%	28.57%

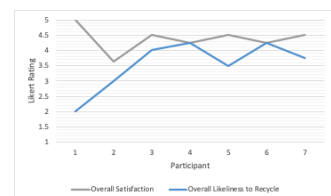
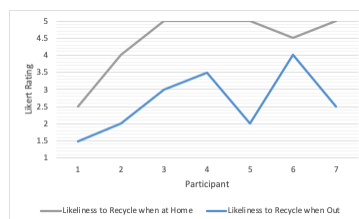
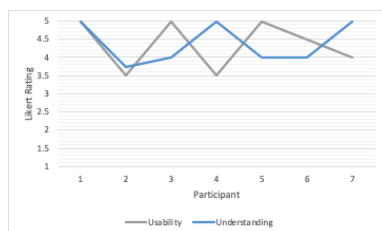
Time to complete task

All test participants were able to **immediately** scan the item

Likert Scale Ratings



Aa Participant #	# Recycling ability / knowledge	# Likeliness to recycle at home	# Likeliness to recycle when out and about	Σ Overall Likeliness	# Usability	# Understandability	Σ Overall Satisfaction (Usability + Understandability)
1	2	2.5	1.5	2	5	5	5
2	4	4	2	3	3.5	3.75	3.625
3	3	5	3	4	5	4	4.5
4	4	5	3.5	4.25	3.5	5	4.25
5	3	5	2	3.5	5	4	4.5
6	3.5	4.5	4	4.25	4.5	4	4.25
Z	4	5	2.5	3.75	4	5	4.5

Correlation between overall likeliness to recycle and total satisfaction with the app?



Qualitative Data Analysis

Issues

<u>Aa</u> Issue Encountered	 Priority	# Occurrences	# Frequency (%)	 Proposed Solution
<u>No explanation \ on-screen instructions</u>	Minor	3	42.86%	Onboarding or at least instructions
<u>Misinterpreting the yellow border \ frame</u>	Minor	7	100%	Pop-up with frame or change what frame represents
<u>No clear 'recyclable' or 'not'</u>	Minor	1	14.29%	Clear title alongside instructions
<u>Classification too quick → pop-up becomes annoying</u>	Serious	2	28.57%	Only classify when user selects start
<u>iOS too low to work on participant's own phone</u>	Critical	2	28.57%	Extend functionality to older iOS versions

Critical: Impossible for users to complete tasks

Serious: Frustrating for many users

Minor: Annoying, but not going to drive users away

Usability Test Report

- Background Summary
- Methodology
- Test Results
- Findings and Recommendations

Notes for Future Testing

- As testing will have to be remote - software to record users activities in app - zoom call from phone?
- Collect information from app testers on:
 - Overall Impression
 - Features
 - Support
 - Interfaces
 - Outputs
 - Screen Layout
 - Sequence of Screens
- Metrics from Interim Report
- Give Testers a set of tasks to follow and see if they can work out how to do it