



# Usability Interview Template

*"You're not doing me any favours by being nice. Please be as honest as you can throughout this interview!"* Repeat every time you ask for a rating.

## **Section 1: *Broad questions to place context***

- Could you tell me a bit more about your current recycling habits.
  - Why is that the case?
  - Repeat until doesn't make sense to do that anymore
- Is there a particular time in the day/day in the week that you do your recycling?
  - Why at that time?
- When you're out and about, do you usually recycle things?
  - If not - what's stopping you?
  - If so - are there any difficulties you encounter when doing so?
- What are your main motivations and reasons for your recycling behaviour?
- How would you rate your recycling ability / knowledge? (Likert Scale)
- How likely are you to recycle something when you're at home? (Likert Scale)
- How likely are you to recycle something when you're out? (Likert Scale)

## **Section 2: *Present the app***

*Don't worry about incorrect identification, we're just testing the interface*

- Could you show me how you would use this app to identify how to recycle something?
  - Where are they tapping?

- Time taken to learn
- Number of mistakes made
- What did you expect would happen - was that the expected outcome?
- Could you tell me how you interpreted the yellow borders?
- Could you tell me what actions you would take based on the displayed information?
- Could you show me how you would go about scanning a second item?

### **Section 3: *Rating the app***

#### Likert Rating Scale

- Rate the usability of the app
- How easy to understand was the information?
- How did you feel when using the app
  - How much?
- How often do you think you would use such an app?