RecycleHelper Usability Testing - Form 2 ⅜

Thank you for agreeing to take part in my final (thank goodness) round of testing for my final year project! The structure for this round is different to the previous two, and instead involves 3 forms.

The first was to collect the relevant information to make sure that the app contains your specific location information and to assess your initial level of recycling knowledge. If you have not yet filled this one out, please make sure to do so!

The second (this one) aims to guide you through usability testing the app. This form will be anonymous, to help remove any potential bias that may have arised when performing the previous stages of testing (e.g. feeling like you couldn't say a low score to my face). I hope that this will allow me to gain a true representation of the usability of the app. It is advised that you complete this form on a different device so that you can use your phone for only completing the testing.

The final form is a final recycling knowledge test, aimed to assess whether the app improves your recycling knowledge, and if so, by how much. This form should be completed after using the app for a few days, and the app can also be used at the same time as completing the test.

Each form should take less than 10 minutes to complete! So just sit down with a cup of tea (or whatever your poison is) and enjoy!

Thanks so much in advance :)

Section 1   . . .

Step 1: Installing the App

First, install TestFlight from the App Store : https://apps.apple.com/gb/app/testflight/id899247664

After completing form 1, you will have been added to the testing group, and an email sent to the email address you provided as your apple id. Please find this email, and follow the link to open and install RecycleHelper in Test Flight.

It is advised that you complete this form on a different device so that you can use your phone for only completing the testing.

Section 2   . . .

Step 2: Testing the App

In this section, I want you to try out all features of the app, but this form will guide you through it.

In previous rounds of testing, I may have asked you to make sure that your phone was in light mode. This is no longer a problem, so please use the app in the display mode that your phone is normally in.

Feature 1: Onboarding

The app opens to a series of screens, known as the 'onboarding'. Please read through these screens and then answer the questions in this section.

1. Please answer the following questions, selecting the option you most associate with each statement. *

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly agree
I enjoyed the onboarding experience	○	○	○	○	○
I found the onboarding experience helpful	○	○	○	○	○
The onboarding experience was annoying	○	○	○	○	○
The onboarding experience was a nice introduction to the app	○	○	○	○	○

2. What are your initial thoughts? *

Enter your answer

Feature 2: Home screen

At the end of the onboarding, navigate to the home screen of the application

3. Perform the actions listed, and rate how intuitive / easy they were to perform *

	Extremely Difficult	Difficult	Neutral	Easy	Extremely Easy
Add a rubbish collection	○	○	○	○	○
Edit the rubbish collection that you just added	○	○	○	○	○
Change your personalised name	○	○	○	○	○
Change whether the welcome message is animated or not	○	○	○	○	○
Change your recycling goal	○	○	○	○	○
Visit the app settings	○	○	○	○	○

4. Any comments or suggestions? *

○ Yes

○ No

5. Enter them here *

Enter your answer

Feature 3: Search

Navigate to the search view of the app.

6. Perform the actions listed, and rate how intuitive / easy they were to perform. *

	Extremely Difficult	Difficult	Neutral	Easy	Extremely Easy
Search for an item	○	○	○	○	○
View information about an item	○	○	○	○	○
Mark an item as favourite	○	○	○	○	○
View favourite items only	○	○	○	○	○
View all items again	○	○	○	○	○
Tracked that you had recycled a recyclable item	○	○	○	○	○
Found out where to take an item that couldn't be placed in your household recycling	○	○	○	○	○
Dismissed keyboard after a search	○	○	○	○	○

7. Rate the information shown according to each of the statements *

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly agree
The information was clear and easy to understand	○	○	○	○	○
The information told me what I needed to know	○	○	○	○	○
The information left me with more questions	○	○	○	○	○
I learnt something from the information	○	○	○	○	○
The information was helpful	○	○	○	○	○

8. Any comments or suggestions? *

○ Yes

○ No

9. Enter them here *

Enter your answer

Feature 4: Scan

Navigate to the scan feature of the app and read any instructions that appear.

10. Scan an item that you would normally throw out / recycle, e.g. common items. Did it classify it correctly? *

   ○ Yes

   ○ No

11. What was the item? *

   Enter your answer

12. What was it classified as? *

   Enter your answer

13. What should it have been classified as? *

   Enter your answer

14. Scan another item that you would normally throw out / recycle, e.g. common items. Did it classify it correctly? *

○ Yes

○ No

15. What was the item? *

Enter your answer

16. What was it classified as? *

Enter your answer

17. What should it have been classified as? *

Enter your answer

18. Perform the actions listed, and rate how intuitive / easy they were to perform.

	Extremely Difficult	Difficult	Neutral	Easy	Extremely Easy
Start scanning an item	○	○	○	○	○
Stop scanning an item	○	○	○	○	○

19. Rate the information shown according to each of the statements *

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly agree
The information was clear and easy to understand	○	○	○	○	○
The information told me what I needed to know	○	○	○	○	○
The information left me with more questions	○	○	○	○	○
I learnt something from the information	○	○	○	○	○
The information was helpful	○	○	○	○	○

20. Any comments or suggestions? *

○ Yes

○ No

21. Enter them here *

Enter your answer

Feature 5: Symbols

Navigate to the symbol view of the app

22. Perform the actions listed, and rate how intuitive / easy they were to perform.

	Extremely Difficult	Difficult	Neutral	Easy	Extremely Easy
Learn more about a symbol	○	○	○	○	○
Change the category of symbols being shown	○	○	○	○	○

23. Rate the information shown according to each of the statements *

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly agree
The information was clear and easy to understand	○	○	○	○	○
The information told me what I needed to know	○	○	○	○	○
The information left me with more questions	○	○	○	○	○
I learnt something from the information	○	○	○	○	○
The information was helpful	○	○	○	○	○

24. Any comments or suggestions? *

○ Yes

○ No

25. Enter them here *

Enter your answer

Feature 6: Locate

Navigate to the locate view of the app

26. Perform the actions listed, and rate how intuitive / easy they were to perform. *

	Extremely Difficult	Difficult	Neutral	Easy	Extremely Easy
Find your nearest recycling centre	○	○	○	○	○
Find your nearest charity shop	○	○	○	○	○
Find your nearest supermarket	○	○	○	○	○
Learn more about the location selected	○	○	○	○	○
Get directions to the nearest location selected	○	○	○	○	○
Recentre the map view	○	○	○	○	○

27. Any comments or suggestions? *

○ Yes

○ No

28. Enter them here *

Enter your answer

Step 3: Rating the app

Thank you for trying out the app! This is the final stage of this form :)

29. Was the app what you expected? *

  ○ It was better than expected!

  ○ Yes, it met my expectations

  ○ No, it didn't meet my expectations

30. Why? *

Enter your answer

31. What was your favourite feature of the app? *

Enter your answer

32. Why? *

Enter your answer

33. Answer each of the questions by rating 1 to 5 *

1 is bad (e.g. difficult, or hard to understand etc) and 5 is good (e.g. easy, or intuitive etc)

	1	2	3	4	5
How easy / intuitive was the app to use?	○	○	○	○	○
How helpful is the app?	○	○	○	○	○
How likely are you to use this app?	○	○	○	○	○
How clear was the information presented?	○	○	○	○	○
How helpful was the information presented?	○	○	○	○	○
How easy was it to navigate the app?	○	○	○	○	○
How much sense did the layout make to you?	○	○	○	○	○

34. Would you change anything about the app? *

   ○ Yes

   ○ No

35. What would you change? *

   ```
   Enter your answer
   ```

36. Any final comments or suggestions? *

   ○ Yes

   ○ No

37. Enter them here *

   ```
   Enter your answer
   ```

38. Did anything not work when you were trying out the app? *

   ○ Yes

   ○ No

39. What? *

   ```
   Enter your answer
   ```

40. Imagine this app was on the app store, and you had downloaded it. What rating would you give it? *

   ☆ ☆ ☆ ☆ ☆

41. Why? *

   ```
   Enter your answer
   ```