

User 1:

	Success	Time to Complete	Number of errors	Notes and observations
#1. Tell me what components of my rubbish can be recycled	Yes	50 sec	0	<p>"Oh, I just finished drinking my water"</p> <p>"I'm just going to scan the barcode"</p> <p>User pressed the bottle on the screen</p> <p>"Oh, I have to take the cap off because I can't recycle that"</p> <p>"Bottle cap, no"</p> <p>"Label no, only recycle if you attach it to the bottle"</p> <p>"What's this arrow do?"</p> <p>"I didn't know you had to take the cap off"</p> <p>User squinting to read the information</p> <p>"This could be bigger" - The user indicated that the information screen was difficult to read because of the small size</p> <p>"Use red and green to know straight away" - The user suggested the use of colour to help recognition</p> <p>"Drop the caption thing, hover over the water bottle, like google lens" - The user suggested a simple user interface pattern like the google lens app</p>
2. Tell me how I should recycle my rubbish.	Yes	33 sec	0	<p>"Well I don't know how to recycle this"</p> <p>"So I'm going to make sure the camera is set"</p>
				<p>"Water bottle comes up"</p> <p>User looked intrigued</p> <p>"$\frac{2}{3}$ sections of this water bottle is recyclable"</p> <p>"Oh 2 items"</p> <p>"Bottle cap no good"</p> <p>-----</p> <p>"Get rid of the caption thing... get straight to the thing" - The user indicated the interface could be simpler and more efficient</p>
3. Tell me what components of my rubbish can be recycled through uploading a picture from my camera roll.	Yes	10 sec	0	<p>"Swap it to gallery"</p> <p>User pressed on the gallery tab</p> <p>"Go to picture"</p> <p>"Bang bang... the whole bottle"</p>
4. Tell me what components of my rubbish can be recycled through scanning my rubbish barcodes	Yes	5 sec	0	<p>The user pressed button to switch to barcode mode</p> <p>"Just leave the whole bottle intact"</p>
5. Set the council to the current	Yes	10 sec	0	<p>The user pressed on the location icon</p>

location				
6. Tell me what the local council is	Yes	5 sec	0	"Randwick council"
7. Tell me whether my rubbish can be recycled in my current location's council	Yes	10 sec	0	User clicked on council tab "Recyclable in your area... yes"
8. Tell me what other items can be recycled in the council	Yes	20sec	0	User remained on council page "So in my area all these things can be recycled" "Tubs?" "I like the paper picture" "What can't I recycle?"
9. Tell me when my set council is having an event.	Yes with help	2 min 20 sec	2	User gave a confused look "I clicked council, I guess it's my local council" "I want to see my account" "Oh I can set my local council" "I feel like history can relate to the local council"
				"Like can I compare that to other people's accounts" "I don't feel like my date of birth needs to be on there"
10. Tell me any current News about my set council	Yes	10 sec	0	User read the popup "Oh there is a clean up day"

User 2:

	Success	Time to Complete	Number of errors	Notes and observations
#1. Tell me what components of my rubbish can be recycled	Yes	45 sec	0	User held up the camera to the bottle "I'm going to point this at the bottle" User pressed on the popup button User seemed hesitant to give an answer "Yes for the label and the bottle... not sure... okay the whole thing"
2. Tell me how I should recycle my rubbish.	Yes	40 sec	0	User remained on the information screen "Umm... only recycle when attached" User scrunched their eyebrows and squinted and read the information on the screen
				"Okay so you have to throw the whole thing" "It's so hard to read"
3. Tell me what components of my rubbish can be recycled through uploading a picture from my camera roll.	Yes	20 sec	0	"Okay so I need to go back" User returned to camera screen "Where is the camera roll" User pressed on the history button "Oh it's in history" User pressed on the bottle picture "Yeah the whole thing again"
4. Tell me what components of my rubbish can be recycled through scanning my rubbish barcodes	Yes	15 sec	0	"How do I scan barcodes" User pressed on the top tab "Oh there"
5. Set the council to the current location	Yes with help	30 sec	1	User pressed on council "So it tells me the location but how can I set it" User tried pressing different parts of the screen "It's not doing anything" User pressed the back button
				"Oh this icon" User pressed the location icon

7. Tell me whether my rubbish can be recycled in my current location's council	Yes	10 sec	0	User remained on council page "Yeah it's there"
8. Tell me what other items can be recycled in the council	Yes	10sec	0	User remained on council page "Paper... and cardboard?"
9. Tell me when my set council is having an event.	Yes	40 sec	2	User scanned the council page "There's nothing here" User pressed back button "I haven't pressed this yet" User pressed the account tab "Oh what"
				User pressed the event button
10. Tell me any current News about my set council	Yes	10 sec	0	User pressed the rubbish day button

User 3:

	Success	Time to Complete	Number of errors	Notes and observations
#1. Tell me what components of my rubbish can be recycled	Yes	40 sec	0	User help phone up "I like how you can see through this" "Do I just point it" User held phone in front of water bottle User pressed on the popup "Bottle cap... label... container"
2. Tell me how I should recycle my rubbish.	Yes	45 sec	0	User stayed on the same screen "So I know I can recycle it" User scrunched eyebrows and brought phone closer to face "Why is it so small"

				"Yeah leave it all on there and scrunch it I think"
3. Tell me what components of my rubbish can be recycled through uploading a picture from my camera roll.	Yes	15 sec	0	User pressed back button User looked around on the camera screen before pressing on history "Camera roll... where is... oh" User clicked on bottle
4. Tell me what components of my rubbish can be recycled through scanning my rubbish barcodes	Yes	20 sec	0	User pressed back button User analysed the camera screen "Is this a button?" User pressed the top tab on the camera screen
5. Set the council to the current location	Yes with help	35 sec	1	User looked around on the camera screen "Hmm, council... so I'm going to press on council" User pressed on the council tab "Location... what about this" User tried to press on the location icon on the council screen User pressed back "Oh this... I didn't see this here" User pressed on the location icon
6. Tell me what the local council is	Yes	8 sec	0	"Okay I'll try council tab again" User clicked on the council tab "Randwick council"
7. Tell me whether my rubbish can be recycled in my current location's council	Yes	10 sec	0	User remained and looked around on the council page "Okay so the bottle can be recycled"
8. Tell me what other items can be recycled in the council	Yes	7 sec	0	User remained on council page "Paper, cardboard, aluminium..."
9. Tell me when my set council is having an event.	Yes with help	45 sec	1	User looked around on the council page "Umm, events..." User pressed back button User analysed the tabs User pressed on the account tab User pressed on all three buttons "Okay events, rubbish day, reminders done"
10. Tell me any current News about	Yes	8 sec	0	User read the popup

User 4:

	Success	Time to Complete	Number of errors	Notes and observations
#1. Tell me what components of my rubbish can be recycled	Yes	38 sec	0	"I like this camera thing" User held phone up and scanned the room User scanned the bottle with the phone "So this thing popped up... I'll press it" User pressed the popup "Cool, the whole bottle can be used"
2. Tell me how I should recycle my rubbish.	Yes	42 sec	0	User scrunched their eyebrows and brought the phone screen closer to their face "How to recycle it..." "Bottle cap... must attach" "Label... leave it on"

				"Bottle crush it"
3. Tell me what components of my rubbish can be recycled through uploading a picture from my camera roll.	Yes	19 sec	1	"Where was camera roll again?" User pressed back User analysed the camera screen and pressed the top tab "This tab maybe... no... I'll try history" User pressed the history tab
4. Tell me what components of my rubbish can be recycled through scanning my rubbish barcodes	Yes	10 sec	0	"Oh that tab" User pressed back User scanned barcode of the bottle
5. Set the council to the current location	Yes with help	30 sec	1	User pressed the council tab "Okay... the location... how do I set it?" The user pressed back "I'll try this icon" The user pressed the location icon
6. Tell me what the local council is	Yes	8 sec	0	User clicked on the council tab "Randwick city council"

7. Tell me whether my rubbish can be recycled in my current location's council	Yes	10 sec	0	User looked on the council page "My rubbish... water bottle... can be recycled"
8. Tell me what other items can be recycled in the council	Yes	7 sec	0	User continued scanning the council page "Tubs... really?"
9. Tell me when my set council is having an event.	Yes with help	45 sec	2	User remained on the council page User tried to press the search button "Okay this doesn't do anything" User pressed back button User scanned the camera page "I haven't pressed this account button yet" User pressed the account button "Okay there is event, I'll switch it on" User pressed the event button
10. Tell me any current News about my set council	Yes	12 sec	0	User pressed the rubbish day and reminders buttons "Okay there is clean up Australia happening"