

User Test: Device Look & Feel

First Impressions

Shape of Device

Overall feedback about the shape of the device was positive with 3 out of 6 participants stating the shape is “nice”, “unique”, “good”. Furthermore, 2 participants indicated the shape helped in identifying the device is to be used around the neck. One participant was less positive about the shape saying the device should be smoother and flat without a ledge between the back and side of the device. Consideration should be given to this suggestion one users comment was immaterial.

- Unique
- Good shape
- Nice shape
- Shape helps identify that it is to be placed around the neck
- Ledges should be smoother and not so rigid
- “Uterus shape” (immaterial)

TLDR: the shape is unique and good, it is not to be used altered as stated the shape also helps identify the placement of the device

Size of Device

None of the participants were totally happy about the size of the device. Only two users felt the device was a normal weight, and they, like the rest of the participants, had an issue with the fit. Participants were concerned that the device would not fit all sizes of neck being too small for a fuller neck and too big for a smaller neck. Participants had ideas on how to overcome this problem and these are discussed in the ‘suggestions’ sections below.

TLDR: No participants were completely satisfied with the size, not user friendly for all neck sizes

Flexibility of Device

All participants gave positive feedback about the flexibility of the device. One user queried whether the device would become brittle in cold weather in winter. Further

testing can take place for this query. Participants liked the material used for the device and were positive about it's feel and texture. One participant thought that possibly the device may be rough on the neck.

TLDR: all positive feedback about the flexibility, all enjoyed the texture of the material, device being rough (this will be solved once sanded down in the later stages of the developement)

Usability of Device

Turning the device on

Turning the device on presented no problem as all participants easily located the Power button. One participant would have liked to have been able to have switched the device on whilst wearing it. Another participant suggested a raised on/off button, this will be implemented later. 83% of users gave a rating of '1' (very easy) for turning on the device.

TLDR: all positive feedback and ease with turning the device

Bluetooth

Participants who had prior experience of using bluetooth in general had no problems setting up the device. 3 of the participants had difficulties with bluetooth this appeared to be due to lack of experience using bluetooth. Consideration should be given to doing further research in this area to understand the extent of this problem. The ratings given by participants reflected the above comments with 33% giving '1' (very easy), 33% '2-3' (ease) and 33% giving (very difficult).

TMDR: Can't be assumed people know how to use the bluetooth, but those with prior knowledge found it fairly simple to use the bluetooth

Placing device

83% (5 out of 6) of the participants had no problem placing the device correctly on the neck, and gave a rating of 5 indicating they were very sure how to wear the device. 17% (1 participant) needed some assistance in placing the device correctly and rated it '4'.

TLDR: For the most part participants had no problem with placing the device

Comfort

Only 17% (1 participant) rated the device as '5' (very comfortable), 33% (2 participants) rated comfort as '4'. Two more participants (33%), rated it '3' and 1 participant (17%) rated it '2'. The lowest rating '2' was given because the device slid off the back of the participant's neck and they had to put their hair up. The other reasons for lower comfort ratings were the device sliding backwards/elevating at the front and size issues.

TLDR: comfort levels were relative to the sizing issues (elevating from the front, sliding off the back of the neck), noted: hair should be lifted/tied back

Concerns & Suggestions

100% of participants gave suggestions for improving the device. Ten suggestions were made by participants, 5 of which related to ideas to prevent the device from falling backwards in use. Two participants suggested attaching strings and one participant suggested a clip. Two participants suggested adding weight on the front of the device. Multiple sizes and extendable arms were suggested to assist in sizing. A participant also suggested it should be made clear that to help the device stay in place hair should be out of the way. A participant also suggested the vibration motors were not sitting on anything, due to incorrect sizing. Careful consideration will be made.

Future Testing

100% of participants thus far have agreed to participate in future testing phases, and will be contacted via email as provided.