USABILITY TESTING

Name of the participant:

M.E.H

Time of the activity: *Date of the activity:*

Facilitatory help notes: Give them the task, but do not tell them how to complete it. Ask them to talk out loud while they do it. Did they complete the task? Did they need help? Explain where they needed help? How long did it take for them to complete that task?, What was the error rate (0 – no errors, 5 a lot of errors), this allows us to communicate through quantitative data. Explain why and where those errors occurred. Similar process to success rate (0 – no success – 5 great success) – success can be measured on errors, but more so on confusion and how easy it was. User satisfaction (0 poor – 5 great) comment on when, where, why and how. General comments about the task, more so about body language, and think aloud comments. After testing is complete gather themes and insights, and personal solutions you or the individual believes would be appropriate.

Application:

Task: So you have the application – set up the Bluetooth from the visual representation. (Connect to the wearable)

Could they complete the task?	YES / NO (circle) Comment:
Did they need help?	YES / NO (circle) Comment:
Time	
Error rate	(0 – 1 – 2 – 3 – 4 – 5)
Error comments	
Success rate	(0 – 1 – 2 – 3 – 4 – 5)
Success comments	
User satisfaction	(0 – 1 – 2 – 3 – 4 – 5) Comments:
General comments	
Common themes and insights	
Suggested solutions	

Task: Using the visual representation, set up an account.

Could they complete the task?	YES / NO (circle) Comment:
Did they need help?	YES / NO (circle) Comment:
Time	
Error rate	(0 – 1 – 2 – 3 – 4 – 5)
Error comments	
Success rate	(0 – 1 – 2 – 3 – 4 – 5)
Success comments	
User satisfaction	(0 – 1 – 2 – 3 – 4 – 5) Comments:
General comments	
Common themes and insights	
Suggested solutions	

Task: Using the visual representation – transfer money to the wearable.

Could they complete the task?	YES / NO (circle) Comment:
Did they need help?	YES / NO (circle) Comment:
Time	
Error rate	(0 – 1 – 2 – 3 – 4 – 5)
Error comments	
Success rate	(0 – 1 – 2 – 3 – 4 – 5)
Success comments	
User satisfaction	(0 – 1 – 2 – 3 – 4 – 5) Comments:
General comments	
Common themes and insights	
Suggested solutions	

Task: From the visual representation, was is the activity on the Com-it wearable.

Could they complete the task?	YES / NO (circle) Comment:
Did they need help?	YES / NO (circle) Comment:
Time	
Error rate	(0 – 1 – 2 – 3 – 4 – 5)
Error comments	
Success rate	(0 – 1 – 2 – 3 – 4 – 5)
Success comments	
User satisfaction	(0 – 1 – 2 – 3 – 4 – 5) Comments:
General comments	
Common themes and insights	
Suggested solutions	

Task: Using the visual representation, try and send a text to the com-it wearable using the application.

Could they complete the task?	YES / NO (circle) Comment:
Did they need help?	YES / NO (circle) Comment:
Time	
Error rate	(0 – 1 – 2 – 3 – 4 – 5)
Error comments	
Success rate	(0 – 1 – 2 – 3 – 4 – 5)
Success comments	
User satisfaction	(0 – 1 – 2 – 3 – 4 – 5) Comments:
General comments	
Common themes and insights	
Suggested solutions	

Task: Imagine you want to problematic gambler to reduce their limit over time, the application allows for that – try and reduce the com-it level (hint – it's in settings)

Could they complete the task?	YES / NO (circle) Comment:
Did they need help?	YES / NO (circle) Comment:
Time	
Error rate	(0 – 1 – 2 – 3 – 4 – 5)
Error comments	
Success rate	(0 – 1 – 2 – 3 – 4 – 5)
Success comments	
User satisfaction	(0 – 1 – 2 – 3 – 4 – 5) Comments:
General comments	
Common themes and insights	
Suggested solutions	

Task: From the visual representation – how long is it until you are allowed to send money again?

Could they complete the task?	YES / NO (circle) Comment:
Did they need help?	YES / NO (circle) Comment:
Time	
Error rate	(0 – 1 – 2 – 3 – 4 – 5)
Error comments	
Success rate	(0 – 1 – 2 – 3 – 4 – 5)
Success comments	
User satisfaction	(0 – 1 – 2 – 3 – 4 – 5) Comments:
General comments	
Common themes and insights	
Suggested solutions	

WEARABLE:

Task: Using the visual representation connect the device to the application,

Could they complete the task?	YES / NO (circle) Comment:
Did they need help?	YES / NO (circle) Comment:
Time	
Error rate	(0 – 1 – 2 – 3 – 4 – 5)
Error comments	
Success rate	(0 – 1 – 2 – 3 – 4 – 5)
Success comments	
User satisfaction	(0 – 1 – 2 – 3 – 4 – 5) Comments:
General comments	
Common themes and insights	
Suggested solutions	

Task: from the visual representation – how much money did the application send you - how much do you have to spend to gamble?

Could they complete the task?	YES / NO (circle) Comment:
Did they need help?	YES / NO (circle) Comment:
Time	
Error rate	(0 – 1 – 2 – 3 – 4 – 5)
Error comments	
Success rate	(0 – 1 – 2 – 3 – 4 – 5)
Success comments	
User satisfaction	(0 – 1 – 2 – 3 – 4 – 5) Comments:
General comments	
Common themes and insights	
Suggested solutions	

Task: Get cash out.

Could they complete the task?	YES / NO (circle) Comment:
Did they need help?	YES / NO (circle) Comment:
Time	
Error rate	(0 – 1 – 2 – 3 – 4 – 5)
Error comments	
Success rate	(0 – 1 – 2 – 3 – 4 – 5)
Success comments	
User satisfaction	(0 – 1 – 2 – 3 – 4 – 5) Comments:
General comments	
Common themes and insights	
Suggested solutions	

Task: What the bar – from the visual representation how much money do you have left to spend?.

Could they complete the task?	YES / NO (circle) Comment:
Did they need help?	YES / NO (circle) Comment:
Time	
Error rate	(0 – 1 – 2 – 3 – 4 – 5)
Error comments	
Success rate	(0 – 1 – 2 – 3 – 4 – 5)
Success comments	
User satisfaction	(0 – 1 – 2 – 3 – 4 – 5) Comments:
General comments	
Common themes and insights	
Suggested solutions	

Task: Use the com-it to spend more money.

Could they complete the task?	YES / NO (circle) Comment:
Did they need help?	YES / NO (circle) Comment:
Time	
Error rate	(0 – 1 – 2 – 3 – 4 – 5)
Error comments	
Success rate	(0 – 1 – 2 – 3 – 4 – 5)
Success comments	
User satisfaction	(0 – 1 – 2 – 3 – 4 – 5) Comments:
General comments	
Common themes and insights	
Suggested solutions	

Task: The com-it has ran out of money – what next? How long until you can get more money?

Could they complete the task?	YES / NO (circle) Comment:
Did they need help?	YES / NO (circle) Comment:
Time	
Error rate	(0 – 1 – 2 – 3 – 4 – 5)
Error comments	
Success rate	(0 – 1 – 2 – 3 – 4 – 5)
Success comments	
User satisfaction	(0 – 1 – 2 – 3 – 4 – 5) Comments:
General comments SPECIFICALLY ON THIS ONE – HOW DO THEY FEEL	
Common themes and insights	
Suggested solutions	

Post testing survey based of criteria and concept viability.

CRITERIA	YES/NO	WHY and WHAT DO YOU THINK ABOUT THAT?
Does the product deter problematic behaviour?		
Does the product reduce stress?		
Does this product empower you to re-evaluate their choices?		
Does the product allow for a personalised experience?		
Does the product educate you on problematic behaviour?		
Does this product inform you on your lack of control?		
Is this product easy to use		
Does this product allow gamblers to identify when they have a problem?		
Would you use this product to minimise gambling related harm?		
Do you believe this product is viable? Would you ever contemplate use it?		

Facilitatory help notes: All questions aim to spark conversation, go on a tangent. See what can be done better. How-ever, ensure the questionaries is answered with yes/no, so quantitative data can be collected alongside the qualitative data. Always ask why.