*M.E.H*

*Time of the activity: 11:30AM Date of the activity: 18/10*

*Usability testing*

Name of the participant: Adam Maxwell

**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.

SAY THIS BEFORE YOU BEGIN

SCRIPT: SO THE COMIT IS AN APPLICATION – BASED OFF ASSISTANCE EXCESSIVE SPENDING, THERE IS TWO PRODUCTS YOU ARE IN CONTROL OF \_\_\_ WHILE YOU COMPLETE THE TASKS ILL EXPLAIN THE OUTCOME AND ACTIONS FROM MY DEVICE WHICH IS \_\_\_\_, BASICALLY THE APPLICATION IS A DEVICE THAT ALLOWS FAMILYS OR YOURSELF TO TRANSFER MONEY TO THE WEARABLE LIMITING THE AMOUNT OF MONEY YOU SPEND THROUGHOUT THE NIGHT. (GAMBLER): YOU HAVE THE OPTIONS TO PICK BETWEEN SELF REGULATION WHERE ALL THE APPLICATION FEATURES ARE OPEN TO YOU, AS WELL AS GOALS. OR FAMILY REGULATION WHERE ALL THE FEATURES ARE GIVEN TO THE FAMILY

(FAMILY) IF THE GAMBLER DECIDES THEY WANT FAMILY REGULATION, YOU ARE INCHARGE OF THE APPLICATION AND TRASNFERING MONEY ONTO THE WEARABLE.

FAMILY ASSISTANCE

Application:

Script: so, let’s being first: (state task)

|  |  |
| --- | --- |
| Could they complete the task? | YES / NO (circle)  Comment: |
| Did they need help? | YES / NO (circle)  Comment: |
| Time | 0:38 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | N/A |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  “I don’t think I read all of it or if anyone would” |
| General comments | “I’m not sure if I read most of that, but going thru the screens was nice” |
| Common themes and insights | Being succinct |
| Suggested solutions | N/A |

Task: Using the app, set up an account on the platform. On this account, treat it like Netflix – you will have a ‘family profile’ and I, the gambler, will have the ‘gambler profile’

So now this account works across both your and my device. A similar concept to Netflix.

Task: So, you have the application – I want you to connect the wearable to your application

|  |  |
| --- | --- |
| Could they complete the task? | YES / NO (circle)  Comment: |
| Did they need help? | YES / NO (circle)  Comment: |
| Time | 0:17 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “Too easy” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “That wasn’t too bad at all really” |
| Common themes and insights | Ease of Use |
| Suggested solutions | N/A |

\*complete task\*: So, now my wearable is now connected to your device, from this you can transfer money to me, only when we are in close proximity.

Task: So, you are the family member trying to control my gambler. Make a family account for yourself and submit my name.

|  |  |
| --- | --- |
| Could they complete the task? | YES / NO (circle)  Comment: |
| Did they need help? | YES / NO (circle)  Comment: |
| Time | 0:08 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5)  5 |
| Success comments | “I like how you made it like netflix” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  5 |
| General comments | “That was actually fun to use” |
| Common themes and insights | Ease of Use |
| Suggested solutions | N/A |

Now the device opens up all features to you, so the gambler (like me) could decide they don’t have the strength to self-regulate, so they forfeit control to you.

Task: I come to you. I want money to gamble and you decide to transfer it to me. Transfer money from your application to my wearable

|  |  |
| --- | --- |
| Could they complete the task? | YES / NO (circle)  Comment: |
| Did they need help? | YES / NO (circle)  Comment: |
| Time | 0:40 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | User couldn’t figure out the wording. Clicked on all the functions and finally found the function. |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “It was fine I guess” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  “There’s just a lot going on, I can’t figure out where to start, there’s just a lot I guess.” “I understand now but when I first started it seemed off, it could have been me”  “What does this do – like how I would know where I’m transferring money too, I just feel like I need a bit more information on the screen, because right now I’m just transferring money – but to what. |
| General comments | “I think that was me not reading it well” |
| Common themes and insights | Ease of Use  Assisting the User |
| Suggested solutions | Help Text for parts that they might be confused  Fix the information hierarchy – make things clearer. |

So now your transfer is sent to my wearable, where I can get cash out. When I do the spending, the graph drops – you at home can always watch how much is left on my account.

Task: You have noticed I have spent a lot. Send a message on the application on how you feel about this.

|  |  |
| --- | --- |
| Could they complete the task? | YES / NO (circle)  Comment: |
| Did they need help? | YES / NO (circle)  Comment: |
| Time | 0:11 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “I really like that you have the option, makes me feel like I have more control” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  “Simple” |
| General comments | N/A |
| Common themes and insights | Assisting the User |
| Suggested solutions | N/A |

So now your message is sent directly to me, I can look at it. I can also go look at the message again as the messages are stored on the wearable

Task: So, when I run out of money, the transfer locks for 24hours to force the gambler to stop and think. Please point out the transfer lock and depict what it says

|  |  |
| --- | --- |
| Could they complete the task? | YES / NO (circle)  Comment: |
| Did they need help? | YES / NO (circle)  Comment: |
| Time | 0:05 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “I think that’s good, if I had no way to get money then obviously it’d stop me” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  “If I learnt the app I’d get used to it” |
| General comments | “That’s like something I’d do losing money like that” |
| Common themes and insights | Deterrence |
| Suggested solutions | Look at how to stop people |

This stops me from going up to you and forcing you to transfer more money. The wearable also displays the lock, so it shouldn’t be a surprise.

---------------------------------------END-----------------------------------------------

WEARABLE

Task: So now you are the gambler. I want you to connect the watch to the wearable and set up the device.

|  |  |
| --- | --- |
| Could they complete the task? | YES / NO (circle)  Comment: |
| Did they need help? | YES / NO (circle)  Comment: |
| Time | 0:25 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | N/A |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “I feel like using both devices will help me imagine it better but otherwise it’s really good” |
| Common themes and insights | Assisting the User |
| Suggested solutions | N/A |

So now that you have connected the two devices and accepted the heart rate, you can use the wearable. The majority of the setup is done from the phone, the wearable is a simplistic version of the application

|  |  |
| --- | --- |
| Could they complete the task? | YES / NO (circle)  Comment: |
| Did they need help? | YES / NO (circle)  Comment: |
| Time | 0:03 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “I liked it” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)5  Comments:  “After talking to the family member it makes sense” |
| General comments | “what a big lot of money for me to use” |
| Common themes and insights | Supporting User Decisions |
| Suggested solutions | N/A |

Task: So, the family transferred your money on their version of the app. I want you to tell me how much money you have available to cash out to gamble.

So after (I) the application sent you the money, you can now constantly view. How much you lost. But the application (I) can also view this graph too.

|  |  |
| --- | --- |
| Could they complete the task? | YES / NO (circle)  Comment: Y |
| Did they need help? | YES / NO (circle)  Comment: |
| Time | 0:05 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “Click here” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “Nah it made sense yeah” “It means you have to scroll down” |
| Common themes and insights | Ease of Use |
| Suggested solutions | NSA |

Task: Since you have cash now, you can cash out as much as you need so you can gamble. Please get cash out of the Comm-It

So now you use the wearable to cash out – you can use that money, but every time you do this, the bar level drops.

|  |  |
| --- | --- |
| Could they complete the task? | YES / NO (circle)  Comment: |
| Did they need help? | YES / NO (circle)  Comment: |
| Time | 0:17 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “It’s right there” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  5 |
| General comments | “Pretty simple, it’s right in front of my face” |
| Common themes and insights | Ease of Use |
| Suggested solutions | N/A |

Task: As you gamble – tell me how much money you have left to gamble.

Since you forfeited control to your family as you used the family variant, the family (myself) and you can track your spending

Task: I (Your family) has messaged you whilst you are gambling. I want you to tell me what the message says

|  |  |
| --- | --- |
| Could they complete the task? | YES / NO (circle)  Comment: |
| Did they need help? | YES / NO (circle)  Comment: |
| Time | 0:09 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | N/A |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  “that message does come up at a good point” |
| General comments | “It’d make me feel sad, it’s my family after all” |
| Common themes and insights | Being sensitive to individual users |
| Suggested solutions | N/A |

So, I sent that message from my application, when I saw your limit bar dropping. I can constantly send you messages directly to you wearable, and you can check these messages.

Task: Since you’ve spent some money now – see the activity of your spending.

|  |  |
| --- | --- |
| Could they complete the task? | YES / NO (circle)  Comment: |
| Did they need help? | YES / NO (circle)  Comment: |
| Time | 0:16 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | “It was a little small for me to press” |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “We got there in the end” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  “I like that everything I need is in the one place” |
| General comments | N/A |
| Common themes and insights | Ease of Use  Assisting the User |
| Suggested solutions | * Have a bar that says breakdown instead of arrow |

The wearable will constantly display your activity, allowing you to monitor your spending constantly.

Task: So, every message I send you is tracked and stored by the Comm-It. Please find the messages function and read a few of the messages out.

|  |  |
| --- | --- |
| Could they complete the task? | YES / NO (circle)  Comment: |
| Did they need help? | YES / NO (circle)  Comment: |
| Time | 0:12 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | “I accidentally clicked on the second screen because I knew I had to click right to get there” |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “Having a way to see that many people care is something that helps me” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | N/A |
| Common themes and insights | Ease of Use  Recognition rather than recall? |
| Suggested solutions | N/A |

Task: Please keep gambling until you have no more money. How do you feel? (mindfulness function)

|  |  |
| --- | --- |
| Could they complete the task? | YES / NO (circle)  Comment: |
| Did they need help? | YES / NO (circle)  Comment: |
| Time | 0:10 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | N/A |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments SPECIFICALLY ON THIS ONE – HOW DO THEY FEEL | “In those cases I know I get real angry sometimes, and an app like this will definitely at least attempt to help people like me which I’m grateful for” |
| Common themes and insights | Calming People Effectively |
| Suggested solutions | Don’t touch |

The mindfulness will always be activated, if you heart rate rises it vibrates in an incremental pulse to assist, if you want more money. -transfers lock for 24 hours so I can’t physically send you any.

---------------------------------------END--------------------------------------

SELF REGULATION

so, let’s begin (state task)

So, you have opted in for the self-regulation aspect of this application/watch combo. You believe that you can control your gambling by opting to self-regulate.

APPLICATION: Task: USE THE Application TO CREATE AN ACCOUNT

|  |  |
| --- | --- |
| Could they complete the task? | YES / NO (circle)  Comment: |
| Did they need help? | YES / NO (circle)  Comment: |
| Time | 0:38 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “After a while I realised it was the same thing” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:5 |
| General comments | N/A |
| Common themes and insights | Leaning common behaviour |
| Suggested solutions | N/A |

NOW THAT THERE IS AN ACCOUNT – THIS ACCOUNT WILL BE USED ACROSS ALL DEVICES – A SIMILAR CONCEPT TO NETFLIX. You have two devices, you need to connect them, this is done through Bluetooth:

APPLICATION: Task: USE THE application to set up the device pairing as mentioned.

|  |  |
| --- | --- |
| Could they complete the task? | YES / NO (circle)  Comment: |
| Did they need help? | YES / NO (circle)  Comment: |
| Time | 0:04 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | N/A |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “I liked it last time and this time” |
| Common themes and insights | Ease of Use |
| Suggested solutions | N/A |

So, the application has scanned and connected to your device Use the application on the wearable to accept the applications connection:

Wearable – Task: Use the application and device combo to monitor your heart rate.

|  |  |
| --- | --- |
| Could they complete the task? | YES / NO (circle)  Comment: |
| Did they need help? | YES / NO (circle)  Comment: |
| Time | 0:01 sec |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “It’s a good sequence” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:5 |
| General comments | “wouldn’t change the process” |
| Common themes and insights | Ease of Use |
| Suggested solutions | N/A |

Now that the device is paired, use the device to pick if you want to be regulated by family or by yourself – in this case we are testing yourself.

|  |  |
| --- | --- |
| Could they complete the task? | YES / NO (circle)  Comment: |
| Did they need help? | YES / NO (circle)  Comment: |
| Time | 0:15 sec |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | N/A |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “I was surprised that application mode was different” |
| Common themes and insights | Assisting the user |
| Suggested solutions | N/A |

APPLICATION: Task: Use the application to setup the self-regulation variant of the application.

Since you picked self-regulation the application opens up all the features to you – the same features that in the other option (family), families only had the ability to use. This allows you to be completely independent. But to assist you, the application has goals.

Application: Task: Using the application; as a self-regulation gambler please set up goals you aspire to be able to reach as a part of this application

|  |  |
| --- | --- |
| Could they complete the task? | YES / NO (circle)  Comment: |
| Did they need help? | YES / NO (circle)  Comment: |
| Time | 0:32 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | N/A |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “Pretty easy to use after a while, honestly” |
| Common themes and insights | Ease of Use |
| Suggested solutions | N/A |

Now get off the application, and the home page for the wearable should be ready to use:

Wearable- Task: Go on home screen – when was the last time you logged on – how much money do you have in your account?

|  |  |
| --- | --- |
| Could they complete the task? | YES / NO (circle)  Comment: |
| Did they need help? | YES / NO (circle)  Comment: |
| Time | 0:06 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | “Nah it’s good, font could be small” |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “IT’s good to show you the amount of time since you’ve been logged off” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  “I’m not sure why I didn’t see it” |
| General comments | N/A |
| Common themes and insights | Assisting the user |
| Suggested solutions | N/A |

The goals work in time, spending, and how long you have been off

your account. The goals also are on the application for you to look at – at any time. Now – go back onto the application and complete the next task.

Application: Task: Since you are a self-regulation gambler; I want you to transfer money from the application to your wearable to use whilst gambling

|  |  |
| --- | --- |
| Could they complete the task? | YES / NO (circle)  Comment: |
| Did they need help? | YES / NO (circle)  Comment: |
| Time | 0:14 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | N/A |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “I’m pretty sure that was the same as last time” |
| Common themes and insights | Assisting the USer  Ease of USe |
| Suggested solutions | N/A |

The money can only be transferred while the two devices are close to one another. Now go onto the wearable and you can begin to use that money.

Wearable- Task: Look at your wearable; how much money did you send over to it?

|  |  |
| --- | --- |
| Could they complete the task? | YES / NO (circle)  Comment: |
| Did they need help? | YES / NO (circle)  Comment: |
| Time | 0:01 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | N/A |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “OH cool  ” |
| Common themes and insights | Ease of USe  Providing the right information |
| Suggested solutions | N/A |

The bar graph constantly updates depending on how much is transferred and how much you take out – so let’s get you to get cash out.

|  |  |
| --- | --- |
| Could they complete the task? | YES / NO (circle)  Comment: |
| Did they need help? | YES / NO (circle)  Comment: |
| Time | 0:16 sec |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “You get used to it eventually” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:5 |
| General comments | “same as last time” |
| Common themes and insights | Ease of Use |
| Suggested solutions | N/A |

Wearable- Task: Get cash out

The wearable constantly monitors your activity to determine if your goals are being met. But if you want to see where there’s goals are there is a page specifically for them – so let’s try and find that:

|  |  |
| --- | --- |
| Could they complete the task? | YES / NO (circle)  Comment: |
| Did they need help? | YES / NO (circle)  Comment: |
| Time | 0:15 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | N/A |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:5 |
| General comments | “Let’s them know their goals” “Good positive reinforcement” |
| Common themes and insights | Positive Reinforcement |
| Suggested solutions | N/A |

Wearable- Task: Find the goals on the home screen that you set when you were setting up the app

Due to this process being paired, you can also do the same task on the application, just in case you would rather view goals from your phone at any time. So, let’s get back on the application and find goals

Application – Task: Find the goals you set when you were setting up the application.

|  |  |
| --- | --- |
| Could they complete the task? | YES / NO (circle)  Comment:  Y |
| Did they need help? | YES / NO (circle)  Comment:  Y  1 tester click to help move process on |
| Time | 20 sec |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | N/A |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “Took a tad longer than I expected but it worked” |
| Common themes and insights | Ease of Use |
| Suggested solutions | N/A |

Like we said before goals use the activity of the wearable to calculate themselves, so while we are here let’s see the activity on this device.

Application- Task: Use the application to see your past and current activity when gambling.

|  |  |
| --- | --- |
| Could they complete the task? | YES / NO (circle)  Comment: |
| Did they need help? | YES / NO (circle)  Comment:  N |
| Time | 0:05 sec |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5)  0 |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5)  5 |
| Success comments | N/A |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5) 5  Comments: |
| General comments | It’s real good to see these stats, for me it’d help me rethink |
| Common themes and insights | Making it fun to use |
| Suggested solutions | N/A |

Now let’s go back onto the wearable and finish the process:

Wearable- Task: Spend more money; what is the process like? How much money do you have left?

|  |  |
| --- | --- |
| Could they complete the task? | YES / NO (circle)  Comment:  Y |
| Did they need help? | YES / NO (circle)  Comment: |
| Time | 0:12 sec |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5)  0 |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments |  |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5) 5  Comments:  N/A |
| General comments | “For me, spending this money would be slower than I normally do if I had to keep on getting cash out like this, it’d help me slow down and think I guess” |
| Common themes and insights | Stopping problematic behaviour correctly |
| Suggested solutions | N/A |

Wearable: You have spent all your money gambling. What happens now? How do you feel? What is the app informing you of?

|  |  |
| --- | --- |
| Could they complete the task? | YES / NO (circle)  Comment: Y |
| Did they need help? | YES / NO (circle)  Comment:  N |
| Time | 0:03 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5)  0 |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5)5 |
| Success comments | N/A |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  5 |
| General comments SPECIFICALLY ON THIS ONE – HOW DO THEY FEEL | “Personally I think the 24 hours would anger a problem gambler at first, but going through the motions and seeing that the gambler’s already gone through $200 in not even an hour shows that something like that is important” |
| Common themes and insights | Recognising consequences |
| Suggested solutions | N/A |

The application also locks transfers for 24 hours, and mimics everything the wearable does, the only difference is – the wearable has cash out, and the application has transfer.

---------------------------------------END--------------------------------------

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? | Yes | Yes because of the messages |
| Does the product reduce stress? | No | I don’t think it’d reduce it but it won’t increase it |
| Does this product empower you to re-evaluate their choices? | Yes | Re-evaluation can be done with the messages that come up |
| Does the product allow for a personalised experience? | Yes | By setting up a name and seeing individual purchases and win rates it is unique |
| Does the product educate you on problematic behaviour? | Yes | The presentation of the activity and the winrates is educational |
| Does this product inform you on your lack of control? | Yes | By locking you our it shows that one might not have the best control |
| Is this product easy to use | Yes | The screens weren’t too hard to read |
| Does this product allow gamblers to identify when they have a problem? | Yes | Yes, by using the app they’d know they want to stop, and the locks obviously show them they have a problem |
| Would you use this product to minimise gambling related harm? | Yes | Yes because after the point where I’ve spent everything, I’m probably the safest I would be from spending more |
| Do you believe this product is viable? Would you ever contemplate use it? | Yes | I think if people knew they had a problem and were willing to change, then it would be a good solution |

**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.