*M.E.H*

*Time of the activity: 11AM Date of the activity: 15/10/19*

*Usability testing*

Name of the participant: Emily Swain

**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 | 0:11 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | “I thought it was like click the modes you want, but it’s good to read them before you see continue” |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “Easy, it’s not like there’s 20 different buttons to press” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: “Yeah 5” |
| General comments | “So that’s like the gambler does it and the fam controls it” |
| Common themes and insights | Visibility of Choices (right screen elements) |
| Suggested solutions | (See Ryan’s) – family mode |

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 | 0:13 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | \*clicked Bluetooth icon instead of continue icon\* |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “It’s just like normal Bluetooth, connect to devices” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | N/A |
| Common themes and insights | Matching existing systems |
| Suggested solutions | Animated Bluetooth icon, instead of continue icon |

\*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 | 0:10 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | “Make text box a lil better” |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | N/A |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: N/A |
| General comments | “Easy” |
| Common themes and insights | Visibility of Choices (Right Screen elements)  Ease of Use |
| Suggested solutions | Text box bigger, cursor for animation |

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:  ‘Top up co-mit’? |
| Time | 0:35 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “Easy it’s like buying something from a cart, everyone does that – but I just need a little bit of clarity. Like what’s happening, how do I know it’s transferred? What if it’s not transferred?” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  “It’s good (to see the money spent) but I need to know what I’m spending it on” “Right now I don’t trust this enough” |
| General comments | “It’s a normal card thing, but I need to know what’s going on better, I like things being told to me, because what if I’m transferring to a scam, I wouldn’t know”. |
| Common themes and insights | Matching real world systems |
| Suggested solutions | N/A |

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: “which one do I do here” - swain |
| Time | 0:21 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | User struggled to find this section. |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “It walks you through it, you could figure it out yourself – but it was a bit difficult to find. Seems a little hidden.” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  “Yep it’s good” |
| General comments | “IT’s a good idea to have the message system to remind the gambler that family’s there, you can’t spend your whole life there”  “It’s easy to (click suggested messages), I reckon it’s good.” |
| Common themes and insights | Presence of Reminders |
| 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 | 0:09 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “It’s obviously 24 hours” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: N/A |
| General comments | “So obviously I can’t get money out” – pls recheck |
| Common themes and insights | Ease of use |
| Suggested solutions | N/A |

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 | 0:18 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | “no” |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “Easy it walks you thru it” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: “Easy boi” |
| General comments | “IT’s easy to do it your phone, on an apple watch there’s not much to do it” “It makes sense, the apple watch wouldn’t be it’s own thing” |
| Common themes and insights | Matching real world systems |
| 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 | 0:05 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “Yeah it’s just letting you know of what we talked about” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  “Easy”  “I don’t think there’s a too easy, ” |
| General comments | “It’s easy but the person with the phone has the controls” |
| Common themes and insights | Ease of Use |
| Suggested solutions | N/A |

|  |  |
| --- | --- |
| 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 | n/a |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “It’s right there” |
| Common themes and insights | Visibility of Choices (Right Screen elements) |
| 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

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

|  |  |
| --- | --- |
| 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 | \*two misclicks\*  “I wasn’t sure If the home screen had the cash out” |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “I got cash out nice” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  N/A |
| General comments | “Oh okay so it goes back” |
| Common themes and insights | Visibility of Screen Choices (Right Screen Elements) |
| Suggested solutions | N/A |

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

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

|  |  |
| --- | --- |
| 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 it’s good to put the amount there” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | N/A |
| Common themes and insights | Ease of Use  Presence of the Right Info |
| Suggested solutions | N/A |

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

|  |  |
| --- | --- |
| 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) |
| Success comments | “A good reminder” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  “It’d make you feel guilty” |
| General comments | “Gambling, and you get a message as the level goes down” “reminding you” Yeah, it’s not easy to gambler, once it’s on the app you have to put in effort to do everything else” |
| Common themes and insights | Deincentivising money spending  Ease of Use  Presence of Reminders |
| 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 | “Continue screen button, but the” |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “It’s like a bank account, it makes sense” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  “Easy” |
| General comments | “If you don’t know it’s there, you gotta get familiar with the app first” |
| Common themes and insights | Ease of Use |
| Suggested solutions | N/A |

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 | 0:06 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | 0 |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “It’s fine” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  “Easy it’s like a messaging system in iPhone” |
| General comments | “yeah it’s just like your phone, and it makes sense to not have them all together” |
| Common themes and insights | Matching real world systems |
| 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 | 0:01 |
| 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:  “IT might make me feel a bit annoyed, it depends on how pissed off you are, some might think it’s a burden where some might think its good but based on what this app is about it’s good” |
| General comments SPECIFICALLY ON THIS ONE – HOW DO THEY FEEL | “It’s like the Breathe app!”  “It’s good to calm down the person who is gambling, it’s just giving you a reminder to chill out a bit” |
| Common themes and insights | Calming people effectively  Matching real world Systems |
| Suggested solutions | N/A |

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 | 0:11 |
| 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 | N/A |
| Common themes and insights | Ease of Use |
| Suggested solutions | SAME AS BEFORE |

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 | 0:14 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “It’d be a bit confusing for people who aren’t familiar with Bluetooth but otherwise it’d be fine” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “Make it animated, flashing and stuff, make things more prominent but its basically get familiar with it” |
| Common themes and insights | Ease of Use Visbility of Choices (Screen Elements) |
| Suggested solutions | * Animated icons |

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 | 0:06 |
| 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:  N/A |
| General comments | N/A |
| Common themes and insights | Ease of Use |
| Suggested solutions | SAME AS LAST TIME |

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 | 0:04 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “It’s fine” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  “Foive” |
| General comments | “Was” |
| Common themes and insights | Ease of Use |
| 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 | 0:23 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “Easy it takes you through it” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  “It’s like snapchat streaks” |
| General comments | “The app holds your hand you know”  “It’s like a game” |
| Common themes and insights | Ease of Use  Presentation of the Right Information |
| 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 | 0:11 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “It’s good” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  “A little fact breaks it up and makes sense as it makes you stop and think” |
| General comments | “Gives you a little fact until you get to 0” |
| Common themes and insights | Presentation of the Right INformation |
| 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 | 0:13 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | “excuse me” \*single card misclick\* |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “Yeah it makes sense” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: “It’s like an opal card, you’re using something you’re very familiar at” |
| General comments | “It’s fine”  “It’s like an opal card, you’re using something you’re very familiar at” |
| Common themes and insights | Matching Real world Systems |
| 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 | 0:05 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “I just got the money from the phone” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: “Yeah it’s making sure you know what’s going on” – with two confirms” |
| General comments | “second time it’s like better pay attention” |
| Common themes and insights | Visibility of Choice’s (Right Screen elements)  Ease of Use |
| 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 | 0:15 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “I like how it reminds you” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  “It’s good to have facts” |
| General comments | N/A |
| Common themes and insights | Presence of Reminders  Presentation of the Right Info |
| 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 | 0:27 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | \*misclick 4 times\*  “It’s the most prominent feature, that looked like a little metre” |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “IT looks like it’ sa part of the single circle” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  “I was confused, Miguel.” |
| General comments | “What are you, oh you’re a switch” |
| Common themes and insights | Visibility of Screen Choices (Right Screen elements) |
| Suggested solutions | Make the graph tappable |

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: |
| 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 | “It’s the big rectangle” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “no”  “It’s a very self-explanatory process” |
| 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: |
| 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 | “So I click here” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “That’s cool, it knows everything I’ve done” |
| Common themes and insights | Presentation of the Right Information |
| 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: |
| Did they need help? | YES / NO (circle)  Comment: |
| Time | 0:04 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | “Wait, no I got it” |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “Oh I’m losing money” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “I don’t know, on one hand it can irritate a person and on the other it can be good to have it there” |
| Common themes and insights | Presence of the Right Information |
| 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: |
| 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 | “That makes you body-aware, makes you not chase that high.” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments SPECIFICALLY ON THIS ONE – HOW DO THEY FEEL | “It’s easy just a click thru”  “My heart rate is normalised” |
| Common themes and insights | Ease of Use Calming people effectively |
| 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 | The app gives reminders from home and makes the user self aware of their habits. |
| Does the product reduce stress? | Yes | Reduces the stress for the family members dealing with the participant, and the stress with dealing with money. |
| Does this product empower you to re-evaluate their choices? | yes | All the reminders within the app, and the breaks with the lock, allows the user to take a break and revaluate |
| Does the product allow for a personalised experience? | Yes | The product lets you personalise the settings, with the goals and such |
| Does the product educate you on problematic behaviour? | kinda | The reminders about the chances of winning, and the streaks and such educate the user. But there could be more personal aspects to the education. |
| Does this product inform you on your lack of control? | Yes | The loss of streaks and reminders about goals and such do. |
| Is this product easy to use | yes | It walks you through everything and is very similar to apps like opal, so it relates to the outside world. |
| Does this product allow gamblers to identify when they have a problem? | yes | The idea that the gambler can sign themselves up or give control, allows for the gambler to give up control to someone else because they have the problem. |
| Would you use this product to minimise gambling related harm? | Yes | Because it allows for the family to help or the app to help the self regulated gambler. |
| Do you believe this product is viable? Would you ever contemplate use it? | yes | If I did have a addiction of any sort, it would be highly useful because of all the features and such included. |

**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.