*M.E.H*

*Time of the activity: 8:15AM Date of the activity: 16/10/19*

*Usability testing*

Name of the participant: Kyle Berkhout

**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 | 0:16 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “On a phone I can’t imagine there’d be much trouble except for where the e-mail or the user sign in is, maybe” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  “I am absolutely satisfied” |
| General comments | “I’ll have to reference with an actual device”  “It’s a nice UI and it comes naturally on regular sign ups” |
| Common themes and insights | Matching realworld systems |
| 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 | 0:16 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | “On the page it said turn Bluetooth on, maybe a bit more clarity with that – I thought it’d immediately connect with Bluetooth on” |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | N/A |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  “We shall wait that out a bit” |
| General comments | “I’m assuming there’s no prior money to the wearable, Bluetooth connection and setting up could’ve been a little clearer, initially with the scan” |
| Common themes and insights | Wording buttons correctly |
| Suggested solutions | “Put ongoing scan and change it to rescan” |

\*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 | “I clicked it flashed blue, misclick, I concluded typing”  “And it automatically continues” |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | N/A |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  “A bit disjointed” |
| General comments | “Process was ok, it worked pretty smoothly, having the name under the xos within the wearable was a nice touch” |
| Common themes and insights | Ease of Use |
| Suggested solutions | * Add a specific name to where the inputs where should be as it’s unclear as it was a floating box underneath the name |

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 | 0:20 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | \*Misclick, clicked the wearable rather than top up button\* |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “I would say it was smooth to a degree, buttons aren’t clearly marked.” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  “Very streamline in its process, just not in the visuals” |
| General comments | “The card details, do they have to be put in every time?” |
| Common themes and insights | Ease of USe |
| Suggested solutions | * Allow them to choose whether they want to put their card deets in |

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 | 0:20 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “Perfectly fine a good process poor at helping me through the process though, if that makes sense.” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  “Very streamlined but could be better” |
| General comments | “It looks similar to how it was before only with the balance to change it”  “If they need sincerity they have the option” “I will see the suggest messages because I don’t feel like typing”  “Is there a way to make the buttons and words look more flashy, like. Oh there they are?”  “Maybe have less words” |
| Common themes and insights | Sincerity |
| Suggested solutions | * DO the kids miss you confirm messages * Communication of 4G * Improve sincerity. Archive to base the suggested messages off past messages * Popup to add additional money * Change activity page – 10/10 change time and dates * John and Steves relo needs to be explained |

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 | 0:01 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “I like the idea of more messages boxes” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  “Bit unsure to think about for 24 hours” |
| General comments | Specify that the lock will be in a prominent place on the app, so maybe a screen before on the popups |
| Common themes and insights | Providing the right information |
| Suggested solutions | * More message boxes, as otherwise they can become redundant – specify the 24hour thing earlier as a one time * Approximately 6 hours may be effective |

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 | 0:40 |
| 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) -4.5  Comments:  “Another nice process, as much as you’d expect” |
| General comments | “It worked nice and no complaints, just like a typical login” |
| Common themes and insights | Matching Real World Systems |
| Suggested solutions | * Sizing wise it’s a bit too compact * Back screen ‘pairscreen’ * We have to have a way to choose the right device * Option to see last paired devices, scrollable on the wheel |

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

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.

|  |  |
| --- | --- |
| Could they complete the task? | YES / NO (circle)  Comment: |
| Did they need help? | YES / NO (circle)  Comment: |
| Time | 0:20 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “$200 remaining with full shading” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  “It was a nice process” |
| General comments | “So Home screen back goes to the home page” |
| Common themes and insights | Matching existing systems |
| Suggested solutions | Remove the ability to go back after transfer accepted |

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 | 0:35 |
| 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 the ticks on the left side” |
| Common themes and insights | Ease of USe |
| Suggested solutions | Change the increments for 1,2,5 – the frequqnelty used  Change the tick to the right side  I’d say keep it typical to different wearables - swipe |

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 | 0:01 |
| 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:  “I do like the circle, taurus from the hole” |
| General comments | “IT does have a nice layout, I ”  “Straightforward” |
| Common themes and insights | Matching Real World Systems |
| Suggested solutions | Bigger size for the number  Uncapitalise remaining (redundant after a while) |

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 | 0:12 |
| 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:  “Overall I was fairly satisfied, with the message prompts, it’s very influential with how we hand out gambling” |
| General comments | “Wasn’t hard to use it in any way” |
| Common themes and insights | Sincerity and Impact |
| Suggested solutions | Make the impact of the message – can’t spend for a time period?  More message boxes after a message is received  Vibration on the message |

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 | 0:01 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “I’m impartial, it could go either way, time or moneywise” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  “Lack of info on my part” |
| General comments | “Primary Focus would be the money spent, being used in other situations, I’d want the money more than the time” |
| Common themes and insights | Ease of USe |
| Suggested solutions | Fix circle its not on centre for 100  Impartial to having money spent or time on the top |

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 | 0:09 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | \*\*went down on second screen\* |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “I like the 3 most different people as it shows proximity of effect” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  “Nice interface, adequate space for message, you could see it with ease, more people and you can’t see it” |
| General comments | “Brings prominence the effect of gambling on family” |
| Common themes and insights | Stopping gambling effectively |
| Suggested solutions | * Messages received at the same time |

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 | 0:08 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “I’d say they’re more helpful than not” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  “I like the vibration, better then the flashing light” |
| General comments SPECIFICALLY ON THIS ONE – HOW DO THEY FEEL | “It was nice with amounts remaining, it focused on normalisation without numbers”  “Assuming the person pays attention, I li”  “Skeptical as vibration could raise heart rate”  “I like the vibration, better then the flashing light” |
| Common themes and insights | Calming Effectively |
| 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 | 0:12 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | Misclick once, and clicked on bluetooth |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | N/A |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  “Quick and Efficient” |
| General comments | N/A |
| Common themes and insights | Ease of Use |
| Suggested solutions | * Accept button is on the left |

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 | 0:05 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | NA |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | N/A |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5) -4.5  Comments: |
| General comments | “Happy with that Process” |
| Common themes and insights | Ease of Use |
| Suggested solutions | * Fix the name * No need name for twice, |

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 | 0:20 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | NA |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “Same as Before” |
| 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 |
| 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:  “Worked well” |
| General comments | “worked nicely, similar to the fam account setup” |
| Common themes and insights | Ease of USe |
| Suggested solutions | * Change dual input of the names |

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 | 1:34 |
| 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:  “IF that interface wouldn’t have affected me as much ”  “With the intended market, I’d say a three” |
| General comments | IF we’re limiting money, I don’t see the need for it personally (for me)  “I don’t personally think it’d affect me” |
| Common themes and insights | Personalised Experiece |
| Suggested solutions | * Have a money goal or a time goal |

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: \*eh\* |
| Did they need help? | YES / NO (circle)  Comment:  “That’s me being dumb“ |
| Time | 2:24 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | \*The thing played before I could fix it\* |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “It’s a nice welcome back message” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “It breaks up the functionality of it”  “It might dissuade if you actually lose the streak” |
| Common themes and insights | Ease of Use |
| Suggested solutions | Have the closest, one most previously taken out as the top |

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 | 0:01 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | “Could result in unwanted balancing” |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments |  |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | IT was one click  I’m not sure if I’d like a prompt for that, you could assume you’d be going on to check in the first place |
| Common themes and insights | Security of the User |
| Suggested solutions | Add a prompt for misclicks |

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 | 0:10 |
| 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:  “Very Fast” |
| General comments | “I’d say that’s a nice idea and I’d say I support that” |
| Common themes and insights | Security of the user |
| Suggested solutions | A prompt to come up that you’re sending yourself on any screen might be nice and not on the central one??  Personally I like to see the progression of money, with the stops and conscious knowledge |

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 | 0:12 |
| 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 | Still a bit lengthy if its one user, |
| 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:  \*Tester Error\* |
| Time | 1:04 |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5)  3 |
| Error comments | \*tester error\* |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5)  3 |
| Success comments | \*tester error\* |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “The cost money is on the outside, ”  “” |
| Common themes and insights | Ease of Use |
| Suggested solutions | * Make the money bigger and on the outside |

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 | 0:12 |
| 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:  “Well thought out |
| General comments | * The application is good reaggirmation |
| Common themes and insights | Ease of USe |
| Suggested solutions | * Seasonal basis * Weekly monthly toggle for goals |

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 | ON a larger screen it might be beneficial fo more |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | There’s a fair amount of space on the screen at the time |
| Common themes and insights | Ease of Use |
| Suggested solutions | Closest time at the top  Better use of space to have more |

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 |  |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “Same as last time” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | SAME AS LSAT TIME |
| Common themes and insights | Ease of Use |
| Suggested solutions | * Goals in self reg are as relevant on same level as messages – SAME AS LAST TIME * Self reg can have their own messages |

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 | 0:01 |
| 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 SPECIFICALLY ON THIS ONE – HOW DO THEY FEEL | SAME AS LAT TIME |
| Common themes and insights | N/A |
| Suggested solutions | * Change the vibration for self regulation |

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 | Stops excessive spending, tracking of goals and messaging provides adequate incentive. |
| Does the product reduce stress? | Potentially | Depending on implementation of heart rate, and interaction of other members, ie control over money spending may relieve stress. |
| Does this product empower you to re-evaluate their choices? | Yes | Power is there, it just has to be used. |
| Does the product allow for a personalised experience? | Slightly | User name is nice, goal setting is nice, but not much more. Saying “welcome back *Username*” might sound a bit too mechanical, so overall the program is sound. |
| Does the product educate you on problematic behaviour? | Slightly | Info tips could be more educational in regards to spending, but overall it was a nice break from the main functionality of the program. If it was intended to stick to that one function, put in more applicable tips. |
| Does this product inform you on your lack of control? | Yes | Control is given, but easily seen to be excessive once the person has exceeded the cap. |
| Is this product easy to use | Yes | Very easy to use. Straight-forward. Linear progression. |
| Does this product allow gamblers to identify when they have a problem? | Yes | Allows them feedback on how much they have spent, as well as how much they currently have. |
| Would you use this product to minimise gambling related harm? | Yes | It seems like a useful application, which I would use to some extent, but with the purchase of a wearable technology. |
| Do you believe this product is viable? Would you ever contemplate use it? | Yes | This product appears to be very valuable in today’s market. |

**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.