*M.E.H*

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

*Usability testing*

Name of the participant: Ryan Fitzpatrick

**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 lets being first: (state task)

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’

|  |  |
| --- | --- |
| Could they complete the task? | YES / NO (circle)  Comment: |
| Did they need help? | YES / NO (circle)  Comment: |
| Time | 54:25 |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | * Make an account yourself not on google * The select button doesn’t highlight when you hover over |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments |  |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “Self-regulation mode” – seen first  “Relatively simple and straightforward” |
| Common themes and insights | Matching other existing systems |
| Suggested solutions | “Make Bluetooth clear that it’s only part of the local setup” |

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:  “I don’t think I needed guidance” |
| 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 | “It’s been easy” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  “I think so, yeah” |
| General comments | “I’m assuming ‘comit gen 1’”  “System status”  “Not really, standard sort of Bluetooth connection”  “This isn’t any different from any other connectable device, it’s very usable” |
| Common themes and insights | Matching other existing systems |
| 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 | 0:04 |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “I feel like it’s pretty self-explanatory, I’m not a problem gambler I’m a family member” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  “I don’t have an issue” |
| General comments | “Your name was Steve” |
| Common themes and insights | Visible Choices |
| 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 | 0:08 |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | “At first I wasn’t sure if this was a button I’d click or activity” |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “We’ve discussed the transfer of more money to their account and I’ve topped up the com-it with $200”  “it was difficult to know where to click” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  Over all its nice, but its still just undeveloped |
| General comments | “Okay, yep yep yep yep”  “Please confirm you’ve currently spend $200 on gambling – I’d probably deliberate with them”  “I’d expect to return to the main page” |
| Common themes and insights | Visible Choices (using the right screen element) |
| Suggested solutions | “I”  “Make the top-up comit part of the selections down here, that way it clarifies it’s part of the selection rather than displaying with the balance” |

So now your transfer is send 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 | 0:08 |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | “I wasn’t confused but I was surprised it was there, if you were a problem gambler, you’d type your own messages” |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “It was simplistic” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  “It was easy to do” |
| General comments | “If I was personally invested, I’d begin typing, but the kids miss you is a good option” |
| Common themes and insights | Sincerity of Communication |
| Suggested solutions | “I understand the reasons why it is there” |

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 | Less than a sec |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | “23 hours and 18 mins” |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “I understand the idea”  “Self-regulation I imagine is you’re responsible for handling your own money” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  “Yes, I guess the purpose of this whole device is to limit the amount of money that is being lost, obviously if someones lost all his money gambling, you’re gonna wanna limit transferring for 24 hours, it gives you the time to stop and think about what you’re doing” |
| General comments | “It makes sense that you give that period of time where they can get away from the machines and process” |
| Common themes and insights | Breaking Tunnel Vision |
| 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 surpise.

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 | 0:08 |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | “The only problem that I can imagine, is if the connection doesn’t work” |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “Pretty simple, self-explanatory, same as pairing any other device” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: “That was easy, same as before, keep tapping continue” |
| General comments | “Nice, continue?” |
| Common themes and insights | Ease of Use |
| Suggested solutions |  |

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

Task: So the family transferred you 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 | 2 sec |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | “Nah”? |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “IT was easy, I think that the conversation with the family, as we’ve already confirmed and already had this discussion, it should be easy to click yes… because you’re not the one in control so yes I think it should be easy” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  “Yeah” |
| General comments | “I’d click yes I want that”  “That way you have a comparison that that’s what you already want to do and so you can be reminded” |
| Common themes and insights | Presence of Reminders |
| Suggested solutions | N/A |

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:  \*You can only get out $10\* |
| Time | 20 sec |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | “Oh it can’t scroll” |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “The win rates pretty low but it’s a good reminder, sort of reality check” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: “I thought it’d probably be it’s own section, like before where activity was separate” |
| General comments | “OK okay cool, cash out, $10”  “Are you sure you want to cash out? Interesting.” |
| Common themes and insights | Visible Choices (using the right screen element) |
| Suggested solutions | “Probably, just like, if you were to put cash out in the activity for the other section, probably do the same here” |

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 | 10 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 hard to say I’ve never been in that position” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  “I can’t imagine that it’d be more or less successful on shopping” |
| General comments | “Is there any reason why its black and white  “Is there any reason why its black and white” |
| Common themes and insights | Transferability of habits |
| 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 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 | Less than 1 sec |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “Then I get a message: The kids miss you” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  “Other than the fact that I think the quotes are unnecessary, no” |
| General comments | “It serves as a general reminder” |
| Common themes and insights | Presence of Reminders |
| Suggested solutions | NO QUOTE MARKS |

So I sent that message from my application, when I saw your limit bar dropping. I can constantly sent 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:  \*Theres another button down there\* |
| Time | 10 sec |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | “Initially I thought that activity was showing me which of the three menus I was on, another day of doing that would be an outline” |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “I’ve spent 3 hours and “200 dollars”  “I can see the date and time of where I spent” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: Maybe another button, details on money spent |
| General comments | “$200 at West Ryde Hotel” |
| Common themes and insights | Visible Choices (using the right screen element) |
| Suggested solutions | Outliner yeah its coloured in, but as a n extra  Continued scrolling, maybe another button to see break down instead of by location |

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 | Less than a sec |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “This is clear, if there’s messages” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  “Intuitive” |
| General comments | “That makes sense, this is the page that I’m on right now and the arrow takes me back one” |
| Common themes and insights | Visible Choices (using the right screen element) |
| 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 | Less than a 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: “I don’t imagine It’d make me feel pretty good, I imagine I’d be annoyed at it” |
| General comments SPECIFICALLY ON THIS ONE – HOW DO THEY FEEL | “Transfer lock, ok my heart rate is rising”  “I am not sure, I think it’d be a little bit odd, to have this device start vibrating telling me to breathe, if I was in an agitated state I wouldn’t want this thing telling me what to do ”  “I’m reminded of a scene from Anger Management, he’s just like I am Calm, I imagine being sort of similar” \*That was really funny - harrison\* |
| Common themes and insights | Reaching ‘calmness’ is unique |
| Suggested solutions | N/A |

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

SELF REGULATION

so lets 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 | 8 secs |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “Exactly the same as before” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  “IT’s good” |
| General comments | “Yep, cool” |
| Common themes and insights | Visible Choices (The right Screen elements) |
| 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 | 0:10 |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “Jumping between two devices that’s fine” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  “That’s fine, yeah (makes sense)” |
| General comments | “I’ll go connect to a device, it’s likely to scan” |
| Common themes and insights | Visible Choices (The right Screen elements) |
| Suggested solutions | Switch around – looking for iphone on wearable (text) |

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 | 0:02 |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “cool” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “I wasn’t expecting it the first time I saw it, yeah it’s just something like an added feature.” |
| Common themes and insights | Visibility of Choices (the right screen elements) |
| 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.

APPLICATION: Task: Use the application to setup the self regulation variant 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 | “It was fine” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  Again it was fine, I found the wording clear, if other people don’t a diagram? |
| General comments | N/A |
| Common themes and insights | Visibility of Choices (the right screen elements) |
| Suggested solutions | “A diagram just on the who are you ”  “With these two selections, do you think maybe it’d be advantageous, to put them when you’ve described”  “alternatively you could put all the descriptions on this page if it’s easier” |

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:  \*You do both but money goes first\* |
| Time | 0:03 |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | “I was just confused” |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “Cool” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  “I was just wondering, what is that? I guess like it’d handy to have that question mark” |
| General comments | “Cool, confirm and continue” |
| Common themes and insights | Providing the right Info |
| Suggested solutions | SMALL TYPO AND THE APOSTROPHE |

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 | 0:09 |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “Tells me about a cool fact, YES” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  “I mean it’s interesting, but I’m not sure it achieves the purpose from actually deterring users from using the app” “Sad that we have 0 dollars but its right” |
| General comments | “Cool fact, Yes” |
| Common themes and insights | Disincentivising Spending effectively |
| 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 too 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 | 0:05 |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | \*changed from wireframe to sketch\* - facilitator |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “Pretty easy to do” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  “Pretty good” |
| General comments | “okay” |
| Common themes and insights | Disincentivising Spending effectively |
| Suggested solutions | FIX TOPUP |

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 | Less than sec |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | “Very easy” |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “The process was ok” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: “easy simple” |
| General comments | “Is it necessary to have another confirm on my wearable if I’ve already done it on the phone, but if your goal is to make it a tedious process to deter problem gambling then it makes sense” |
| Common themes and insights | Disincentivising Spending effectively |
| Suggested solutions | Take one confirm button away? |

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

Wearable- Task: Get cash 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 | 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 | “Same as before” |
| Common themes and insights | Disincentivising Spending effectively |
| Suggested solutions | N/A |

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

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

|  |  |
| --- | --- |
| Could they complete the task? | YES / NO (circle)  Comment: |
| Did they need help? | YES / NO (circle)  Comment:  \*there’s two screens\* |
| Time | 0:11 |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | “oh” |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “another menu” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “Oh I don’t wanna break that” – the 3 day streak  “IF I’ve never used an apple watch, I assumed I’d press the symbol” |
| Common themes and insights | Visibility of Choices (Using the right screen elements) |
| Suggested solutions | Press the symbol, apple watch is also very simple, relatively small icon – might be finicky, tap it to get to second screen? |

Due to this process being paired, you can also do the same task on the application, just incase you would rather view goals from your phone at any time. So lets 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:  \*I want you to click on that, \* |
| Time | 0:05 |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | N/A - assisted |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | N/A - assisted |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  “Just with the notification, \*\*Change on script” |
| General comments | “IT’s labelled”  “Imagine that’s what my goal is” |
| Common themes and insights | Visibility of Choices (Using the right screene lements) |
| Suggested solutions | \*CHANGE SCRIPT SO THEY SEE GOALS THRU NOTIFS\* |

Like we said before goals use the activity of the wearable to calculate themselves, so while we are here lets 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 | 0:04 |
| 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 | Is there any way to access the details of this activity, instead of having the last three- have transaction history – more in depth breakdown |
| Common themes and insights | Presenting the right information (at the right time) |
| Suggested solutions | Transaction history – like the one in family -getting to that screen, I wasn’t sure for the tick |

Now lets 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 | 0:09 |
| 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:  “ahhh” - streak |
| General comments | “SO I’d guess it’d be nice to have the notification just before I break that goal, help alert before I broke it before it actually end it ” |
| Common themes and insights | Defeatist  Positive Reinforcement |
| Suggested solutions | Help button alert before the streak brakes like 5 mins before |

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 | Less than a 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:  Upset – roleplay wise, |
| General comments SPECIFICALLY ON THIS ONE – HOW DO THEY FEEL | “Heart rate is rising, well like not the notification but if it says, breathe with the bvibrations, I think that could be”  Visualisation - “I mean, I’m thinking about what you could do to help someone calm down, I don’t know if a wearable heart rate sensor and telling you to breathe, it depends on the person, the effectiveness would really depend on the person” |
| Common themes and insights | Irritability |
| Suggested solutions | New calm system |

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.

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 | Family control of spending would extremely limit problematic gambling behaviour |
| Does the product reduce stress? | Unsure | Not sure if vibrations and telling the gambler to breathe will help reduce stress |
| Does this product empower you to re-evaluate their choices? | Yes | Setting goals really assists with this |
| Does the product allow for a personalised experience? | Yes | You are able to set your own goals  Maybe use the user’s name instead of ‘you’ |
| Does the product educate you on problematic behaviour? | No | Information pages, or links to them, from the application would achieve this goal |
| Does this product inform you on your lack of control? | Yes | Activity page can inform the user on their control (or lack thereof) |
| Is this product easy to use | Yes | N/A |
| Does this product allow gamblers to identify when they have a problem? | Yes | N/A |
| Would you use this product to minimise gambling related harm? | Yes | N/A |
| Do you believe this product is viable? Would you ever contemplate use it? | Yes, Unsure | I think the concept is great, but unsure about how well it would work in practice. |

**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.