*M.E.H*

*Time of the activity: 6pm. Date of the activity: 16th of October*

*Usability testing*

Name of the participant: Monika Sakal.

**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 | 15 seconds |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | No errors |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | \*look at general\* |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  “It’s a nice layout, I like the ease of it, aesthetically I can see what this is going to look like, and I also like it” |
| General comments | “It reminds me of a lot of applications I already use, so it’s not completely new, which I like”  “I like the ease, for me I don’t use a lot of applications but, having them all kind of – consistent, it helps” |
| Common themes and insights | Consistency caused increased ease  Aesthetic. |
| Suggested solutions | NIL |

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 | 20 secs |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | User was slightly confused with the wording |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | User completed task |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  Lack of clarity led to increased confusion and subsequently decreased satisfaction. |
| General comments | “I think make these part more clear, maybe have instructions, or a little part telling me what it means”  “Its streamlined, or straight to the point – I know how to do it, because there aren’t many options for other ways to do it – if that makes sense” |
| Common themes and insights | Streamlined process  Lack of clairty |
| Suggested solutions | Instructions. |

\*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 | 15 secs |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | No errors |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Good success – user clearly stated the steps of the task. |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “I like the name, but don’t they do that in account? Or can they do that in account set up”. |
| Common themes and insights | Lack of clarity |
| Suggested solutions | Provide more information into the name section. And more information into how accounts works |

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 | 15 secs |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | User got slightly confused about where this function was, but got right back on track shortly after. |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | User had errors but over all succeeded in the end |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  “Makes me slightly anxious trying to find things in the application, because what if there is a really important part that im missing?” |
| General comments | “I like it, I understand the process, but trying to find it was a little hard”  “I like the limiting, but does this save account details? what does it do with my account details, I feel like I need a little more information on that”  “I don’t really know how you fix that, I trust things like com-bank, and they don’t do that, so maybe it’s a trust thing” |
| Common themes and insights | Clarity of information.  Clarity of process.  Confusion - leading to be large cause of low user satisfaction.  Trust |
| Suggested solutions | More information.  Instructions.  Process outlined in terms and conditions? |

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 | 7 seconds |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | User couldn’t find this section, help was needed. |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | User needed help to find this section. |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  “Its easy, I get it, very similar to normal texting – I just don’t think I would use it. It just makes more sense to not convelude the functions and make it separate, but idk.” |
| General comments | “I like it, I understood it, I like the suggested messages its like the suggested messages on the text function of the phone”  “I just don’t think I would use it”  “Id use it a lot, especially if I’m angry at the person, i would want to restrain myself” |
| Common themes and insights | Constraints reduce consequences of emotion. |
| Suggested solutions |  |

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 | 10 seconds |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | NIL |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Nil |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  User understood - tasks |
| General comments | “I like the 24-hour lock, it gives the person time to do other things, and actually think about their behaviour. Plus, if its set by the device, they would get less angry because if the gambler gets really pissed and be like – transfer me more now – id be like, nah, fuck off – I didn’t decide this” |
| Common themes and insights | Manipulation -  Emotion - |
| Suggested solutions | NIL |

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 | 30 sec |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | No errors |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments |  |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  “simple” |
| General comments | “very simple all I had to do was like confirm and stuff, simple” |
| Common themes and insights | Simplicity - clairty |
| Suggested solutions | NIL |

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 | 3 seconds |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | NIL |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments |  |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  “I like the design” |
| General comments | “I like the design – the use of the graph, one thing I hate is when devices have way too much text, I like visual stuff – visual learning – I can just look at it and know” |
| Common themes and insights | Visibility - clarity |
| Suggested solutions | NIL |

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: |
| Did they need help? | YES / NO (circle)  Comment: |
| Time | 10 seconds |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | NIL |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | nil |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “I like the consistency- desing wise its good”  “I doubt I would use the application to tell me this though, but I guess its good just in case” |
| Common themes and insights | Consistency  Too much visibility? |
| Suggested solutions | Nil |

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 | 40 seconds |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | User couldn’t find cash out. |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Success minimised due to increased error |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  User liked the concept, but got confused. |
| General comments | “I didn’t know where it was – I did have to search around a lot, but it makes sense. I like how its in acitivity, it like forces u to be more aware, and makes It more of a challenge – which is good, challenege is good in this circumstance” |
| Common themes and insights | Usability needs to be challenged  Aware |
| Suggested solutions | More clarity – but not too much. |

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 | 5 seconds |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | nil |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | nil |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “I like the concept, I like being able to communicate with the person controlling me, makes me feel like its collaborative, rather then im being submissive” |
| Common themes and insights | Communication  Collaboration |
| Suggested solutions | NIl |

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 |  |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | nil |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | NIL |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “I had seen it before when I got money out so I already knew where it was, I like seeing actvitiy- that’s why I also like the com-bank app, but I like how it doesn’t send as notifications its private”  “One think I do really like, is how there isn’t any notifications sent to the lock screen, I like my privacy and honestly hate apps that do that, like leave me alone” |
| Common themes and insights | Clarity  Privacy  Visability |
| Suggested solutions | Nil |

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 | 20 seconds |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | Confused with naming |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Slight confusion |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “I like being able to go back – to see what they have sent, just incase I accidently cancelled themessage, but ‘testimonals’ is a werid name. I wouldn’t automatically understand that” |
| Common themes and insights | Clairty |
| Suggested solutions | Change the name |

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 | 20 seconds |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | nil |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | nil |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  Didn’t understand what it did – mockup error \*we couldn’t show its function\* |
| General comments SPECIFICALLY ON THIS ONE – HOW DO THEY FEEL | “I like mindfulness, I mediate constantly, you say it will use vibration which is interesting, but it would need to be soft, and gentle or it might irate more, but on the other side of it, mindfulness works with senses, touch is really cool to play with, it would kind of force them to do it – and if it’s based off if your heart rate rises, like if I’m gambling and I get too excited it could relax me and bring me back down”  “24 hour lock makes sense, it sounds like a long time, but in reality it’s a day – if I really needed help, I’d be willing to wait just a day to play again” |
| Common themes and insights | Mindfulness - emotion |
| Suggested solutions | Soft vibration – gentle. |

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 | 30 secs |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | nil |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | nil |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “Like I said before for the other one, it follows a good structure, stuff that’s already been implemented” |
| Common themes and insights | consistency |
| Suggested solutions | bil |

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 | 30 seconds |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | nil |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | nil |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  “it just seems easy” |
| General comments | “I feel like because ive done it before it just seems easy, which riterates that, im sure in the real word and I had time to actually play with it, id be fine”  “The only thing – maybe use icons, I don’t like too much writing – in reaility I always skip this stuff” |
| Common themes and insights | Visuals – iconography.  Usability improves the more they do it |
| Suggested solutions | Nil |

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 | 10 seconds |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | nil |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | nil |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  Its simple and doest require a lot of skill |
| General comments | “Its simple and doesn’t require a lot of skill, or brain power, ive done all of this before, I know how it works, no way am I going to get confused with this – maybe older people will people who never create accounts?” |
| Common themes and insights | Skill – congition. |
| Suggested solutions | nil |

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 | 20 seconds |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | nil |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments |  |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  writing |
| General comments | “I really don’t like too much writing, I don’t want to have to read stuff, so this infograph is kinda of – well something that I know I would skip” |
| Common themes and insights | Visuals - awarness |
| Suggested solutions | Less writing more visuals. |

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 | 20 seconds |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | Graphs confused her |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Application worked well |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “I don’t like conveluded information, I need didactic things, don’t give me like a whole lot of stuff to read and do because I just get confused, I like that you can do it, but maybe im just lazy” |
| Common themes and insights | Visuals – awareness |
| Suggested solutions | More visuals less writing. |

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 | 7 seconds |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments |  |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments |  |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  Didn’t like going back and forth |
| General comments | “I don’t like going back and forth, but I get what your meant to do. I really like the graph, I think it’s a good way to show it – what if I don’t have goals does it still represent up there?” |
| Common themes and insights | Visability – awareness. |
| Suggested solutions | Improve clarity. |

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 | 40 seconds |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | Confused her abit, the process of going back and forth and finding the transfer |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Due to errors |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  Due to confusion |
| General comments | “I don’t like going back and forth but I get why I have to, I just don’t like using to screens at once, transfer is slightly hard to find, or maybe it was just because I got flustered with swapping mock ups” |
| Common themes and insights | Confusion. |
| Suggested solutions |  |

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 | 30 seconds |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | nil |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | nil |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “I really like this part, the visual representation, I think it makes everything so simple and clear”  “Can I ever transfer that money back or is it stuck” – something to think about. |
| Common themes and insights | Visability  Clairty |
| Suggested solutions | nil |

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 | 1 MIN |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | User didn’t know where to go, I had to show her |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | User didn’t believe they would be able to use this function if it wasn’t for help |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  Due to issue user satisfaction was lower |
| General comments | “I did it before and I could figure it out better on the other family one, but for some reason I couldn’t figure it out on this, I get having acitivyt but now its just hiding it. Like maybe give instructions or tell them that’s why” |
| Common themes and insights | Visability  Awareness  Clairty |
| Suggested solutions | Instructions |

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 | 30 seconds |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | nil |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | nil |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “ I did it before so I knew how to do it again – like I said before its like combank and I like the way it has inspiration from that” |
| Common themes and insights | Consisetency |
| Suggested solutions |  |

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 | 40 seconds |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | Mock up error. |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Had to step in because of mock up error. |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “I like it, I like being able to see the goals, the graph is a little funky but I think fit bit does graphs like that too or something, so theres consistency somewhere” |
| Common themes and insights | Consistency |
| Suggested solutions | Fix the mock up |

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 | 30 seconds |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | nil |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | nil |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | I learnt from my past failures and new where it was, the labelling is good, but I still don’t like the financial aspect being put in this part, I understand the concept but I just don’t like important things being hidden. |
| Common themes and insights | Visability  Awarness |
| Suggested solutions | Don’t hide it. |

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 | 20 seconds |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | nil |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | nil |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  Its simple, its clear, its easy, over all I think it works. |
| General comments | I mean its pretty easy I just have to tap the screen I don’t think this is going to be how it works outside, but I get it. Its simple, its clear, its easy, over all I think it works. |
| Common themes and insights | Visability  Clairty  ease |
| Suggested solutions | nil |

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 | 10 seconds |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | nil |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | nil |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments SPECIFICALLY ON THIS ONE – HOW DO THEY FEEL | “I feel as though I was incharge of the whole process, the 24 hour lock is still good, but maybe warn them that that’s whats going to happen.” |
| Common themes and insights | Relaxed – emotions  Choice – control.  Awarness |
| Suggested solutions | Warning of 24 hour lock |

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? | Maybe | I think it’s a way to deter gamling, weather or not everyone would use it, is completelty subjective. It could deter gambling for some but not for all, but I believe this will always be an issue. |
| Does the product reduce stress? | Yes | I believe it does, external stress, like financial family and all that. The stress of using it, is a maybe, like im sure it will increase it from the lack of control and what not, but also you have the mindfulness which if they actually follow it should reduce negative stress. |
| Does this product empower you to re-evaluate their choices? | Yes | I believe the goals does this, and being able to visually see your process and the choices you make. It gives you room to fix these choices |
| Does the product allow for a personalised experience? | Yes | You have the names, the account, the goals, the messages, there are a lot of personalised aspects. But not too personal which is nice. The application is not trying to know everything about me. |
| Does the product educate you on problematic behaviour? | Yes | You have fun facts at the beginning, and I can be educated on my own behaviour. Not nessiarily in the academic sence, which I like. |
| Does this product inform you on your lack of control? | Kinda | I think there are two control elements, no control with the family and all control with self. So it has both? |
| Is this product easy to use | Yes | I didn’t struggle as much as I thought I would, it all made a lot of sense, I may have got lost a bit, but i do that commonly with new apps, I think a lot of people do. Its very similar – design wise to things ive done, like the account, and transfer. The layout is different and I guess that’s where the errors were. |
| Does this product allow gamblers to identify when they have a problem? | Yes | I think it tells you when your problematic by showing your goals. |
| Would you use this product to minimise gambling related harm? | Yes | Big yes, id use it in general to minimise excessively spending on anything really. Because combank helps with budgeting and over drawing, but doesn’t really cater to a night out. You get lost in the moment, I usually spend upwards of 200 on a big night out so id 100 use it for that. |
| Do you believe this product is viable? Would you ever contemplate use it? | Yes | Like I said, id use it. Im not a problematic gambler, but im a problematic spender so I would undoubtably use this. I always complain about shit like not being able to keep track. I mean you would know. Newtown pub crawls I don’t know how much I have spent till I get an overdraw. |

**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.

