*M.E.H*

*Time of the activity: Date of the activity:*

*Usability testing*

Name of the participant: Gagan Khannah

**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 |  |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | So do I hit the mail icon to sign up? Oh woops im signing up sorry my fault, ill hit the sign up button them |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Yeah that was easy, just like logging into any other app |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: Only gribe would be a button to remember my password because I always forget mine |
| General comments | Ok so to sign up I should hit the sign up button – and its just an email and password? Easy, done , no worries all logged in |
| Common themes and insights | Good use of call to action  Just like other apps |
| Suggested solutions | Save password functionality |

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 |  |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments |  |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Completed the task with no help |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: Easy and seamless |
| General comments | So Bluetooth, just like the one in my car – do I go into settings or do it here? Oh I do it here, that’s new. I like it  Oh and its like the TV- I can match your watch to my phone with this code. I love that. That’s super easy |
| Common themes and insights | Bluetooth connectivity works well – makes sense  Code is a great idea |
| Suggested solutions | NA |

\*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 |  |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | Didn’t notice that you could click the little watch – was looking around to click something eslse |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Needed help in showing where to click |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | Oh I didn’t realise that was even a button. Its so faded why is that? Why not use that bright colour from before there. I cant even see after you pointing out what you meant |
| Common themes and insights | Better use of gradient |
| Suggested solutions | Clearer CTA for the name setup |

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 |  |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | No errors |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Successfully completed task |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: Why does the card only show up after I put in the amount of money in? And why do I have to be lead in putting my card details. I buy stuff online all the time, I don’t need something telling me “whats your bank number, whats your expiry”… |
| General comments | See user satisfaction. Completed task well but was upset that it was a long and arduous task |
| Common themes and insights | Payment system too cumbersome |
| Suggested solutions | Make it just like a normal web app – let the user make their way through it. Or even have them scan their a photo of their card |

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 |  |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | Clicked the suggested messages by accident when in actual fact he wanted to write out his own message |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Completed task well, just had to go back from suggested messages into the home messaging screen |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | Those buttons look too similar. At first glance I got super confused and now I have to go back. |
| Common themes and insights | Two CTAs on one page confusing – fix and divide the elements |
| Suggested solutions | Either make the. Write a message like on WhatsApp where it prompts you with some text, not just a “write here button” |

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 |  |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | No errors, read out the transfer lock and understood its functionality immediately |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments |  |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “Ah so you’ve spent everything – yep so now its covered that button I used before, so I cant do anything about that. You have to come home right? So youre off the gambling machines. This makes sense as long as the gambler sees it too.”  “That colour for the lock is so bright too. Id hate to see that at night. I thought that colour was used for buttons” |
| Common themes and insights | Change colouring. Lock too vibrant |
| Suggested solutions | * Gradient overused. Only use for buttons |

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 |  |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | No errors – task was completed with no errors |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | All successful – task was completed with no errors |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “Please bear in mind ive never used a smart watch”  “So its basically like my airpods – its connects to your phone and then you can track me over 4G yeah?  “That’s easy, and for the family, you do all the setup basically. That makes sense.” |
| Common themes and insights | * Setup was innuitive, users relate it to other Bluetooth device setups |
| Suggested solutions | NA |

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 |  |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | No errors – task was successful |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “Ok so you transferred me $200 – yeah that makes sense. I can see that the graph is now a whole circle and I assume that decreases if I spend it?” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  As long as that’s a notification and is very in your face when someone sends you money, then yeah that works well |
| General comments | See above  Also; the notification for money in is too grey – it looks really bland. Use some colour in it |
| Common themes and insights | Coloruing issue |
| Suggested solutions | Add colour to money incoming |

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 |  |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | No errors. Quickly realised that the dots on the bottom referred to page number. |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Went through all the screens and hit the cash out section |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  At first I thought it was annoying to go through all the screens but I can see why youd do that – I had to read all those messages and see my history. If I had a problem it would make me think twice |
| General comments | See above  The cash out section also feels a bit weird – the components on the screen feel a bit out of place and not too design driven |
| Common themes and insights | Cash out section not matching aesthetic of rest of app |
| Suggested solutions | Cash out section not matching aesthetic of rest of app |

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 |  |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | No errors |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Yep so I have 190$. I got my $10 so I know that I have that much to spend. The graph went down too which is a nice added touch |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  I love that graph. I can look at it quickly and know how much left I have |
| General comments | * Would the watchface be on all the time? I don’t want people around me seeing that ive lost my money or how much money I have left. |
| Common themes and insights | Graph works well. Play into visualisations on the watch more |
| Suggested solutions | Graph works well. Play into visualisations on the watch more |

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

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 | No error |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Ah yes I went through this on my way to getting cash out. Ok so I can see a summary and, yep my history down below it. I can read it all out and see it really easily |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | Really easy. I like the use of different colours here too. Also, is it all the same font? |
| Common themes and insights | Font change  Use more different colours to make sections pop more |
| Suggested solutions | No gripes. Maybe make the history section more lively. Feels a bit left out on the bottom of the screen |

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

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 |  |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | Do I go into messages to see her message? Oh no it’s a notification. Oh just like on my phone. When it comes in itll stay there but you get that buzz. Ok I had to figure that out |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Once figured out that it’s a notification that is then saved in the messages screen, was all good |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  See above |
| General comments | “That would be very heavy for a gambler to see, may want to make it so no noise can be heard from the watch – only because youd get some bad looks if you keep getting buzzes from your family but you opt to do nothing about it” |
| Common themes and insights | Privacy of information |
| Suggested solutions | Just make sure its not flashy colours and attractive to people around, just make sure the message notification doesn’t attract unwanted attention other than yourselfs |

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: 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 |  |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | No errors |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Ah yep this is what I thought it was before. Too easy. Third screen over. Looks like my phone, Can read it all out easy to you |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  Just like my phone. Can read it easy |
| General comments | Is there a way to make the font a bit bigger? With my eyes its hard to see that. Im just concerned it wont be big enough even if its on my wrist |
| Common themes and insights | Font size increase |
| Suggested solutions | Font size increase |

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 |  |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | All good – mindfulness makes sense |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments |  |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  Coming from a medical background, mindfulness is one of the most all encompassing activity that can help more people than most other activities |
| General comments SPECIFICALLY ON THIS ONE – HOW DO THEY FEEL | * If you make the vibration just weak then it makes sense, because end of the day if it annoys them then they know theyre doing something wrong. They can really feel that their getting emotional about their addiction. I love mindfulness, it’s the best feature you’ve shown me yet. |
| Common themes and insights | Mindfulness works great. Don’t worry about users getting mad. |
| Suggested solutions | Make the vibration weak just in case so users don’t feel like its negative conditioning. Just use it as a reminder |

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 |  |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | Oh so now im using both. I know id get confused doing that. The code thing helped but going between two screens are hard. I don’t know how you would get around that.  User completed task well just struggled between two screens |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | User was successful |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | Just the idea of having two screens is confusing, |
| Common themes and insights | Confusion between two screens |
| Suggested solutions | but I can see how it would work if the watch auto contiuned its screen after a certain action worked (ie: like you’ve connected to the phone, itll prompt you to accept heart rate and all that automatically) |

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 |  |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | Again the two screens is an issue, but having used it for a while it is slowly making more sense |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | User completed the task well |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  The app and the wearable look very similar which works well. Both devices has too small of font, im squinting to look at them |
| General comments | See above |
| Common themes and insights | Font too small |
| Suggested solutions | Increase font size |

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 |  |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | Heart rate was set up well and needed no help |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments |  |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  “What happens if I don’t give my heartrate” |
| General comments | The only thing to be warey of is if people want to opt out of this function – it could be weird for some giving your heart rate to a device. Just make sure it’s a consideration and make sure that skip button is more in your face |
| Common themes and insights | Make it easier for people to make different decision; ie not opt in for goals or heart rate |
| Suggested solutions | Make it easier for people to make different decision; ie not opt in for goals or heart rate |

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 |  |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | No errors |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | All successful. More UI change – could use well just aesthetically not the best |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: I honestly feel like the explanation from the ? mark section could be designed better. The fonts right now are too small and the infographic doesn’t give much |
| General comments | See above  “yep so im self reg too easy – what does that entail?” Let me click the question mark. Ok so I have a block of text to read now. |
| Common themes and insights | Confusion on explanation by the infographiic |
| Suggested solutions | Use those photos from the illustations from the ‘who are you’ section to illustrate your point |

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 |  |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | No errors – user completed the task but had to use too much cognitive power to get through it all. |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Successful by the end. |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: “very long and tiresome”  “make it easier for me to just do daily goals, or weekly goals. I may not want to set them all up right now” |
| General comments | See above |
| Common themes and insights | Goals section too long and tiresome |
| Suggested solutions | Let them skip easier |

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 |  |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | No errors |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | All successful. Dictated he had no money and logged on 24hrs ago |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  Haha I love that! That’s such a good way to congragulate them on how long theve gone. They can see that they can do so much more with their life than gambling if you frame it in a fact. |
| General comments | “Yep dismiss button – I like the colour being different, catches my eye and I know what to do next”  “Yep graph is 0 – I have 0$”  Quantifying the idea of how long they’ve gone without gambling works really well. |
| Common themes and insights | Easy to access information at a glance |
| Suggested solutions | NA |

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 |  |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments |  |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “OK do I do it from my phone or my watch – ok so it makes sense to top it up from my phone to give it to my watch”  “I shouldn’t have to think about it – that should be more intuitive” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  A bit too much cognitive load to figure out how/where to transfer money to and from – after he worked it out he went straight through and used the credit card system to carry it out |
| General comments | See success comments |
| Common themes and insights | Cognitive load to remember how the two devices interact |
| Suggested solutions | Maybe a popup to say “hey top up from your device to give your watch some money” |

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 |  |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | “Yep sent the 200$ - I can see that come straight to my Comm-it” |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | All good – 200$ came across easy. |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  “Not really much to say – I assume before this if I had a problem that this would be a big deciding factor and having those notifications would really help deter me from gambling |
| General comments | See above  Deterrence of gambling works well through those personalized facts being given to him |
| Common themes and insights | Personalization works well  Innutive – walks user through the process |
| Suggested solutions | NA |

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 |  |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | No error |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “Okay yep go to the last screen – I did this before to easy. Cash some money out”  “I still really don’t like that select screen for the amount of money spent – too much of that blue graphic” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  Change the select screen and that blue graphic and youll be “cooking with gas” |
| General comments | “But yeah the cash came out really well – I would just honestly like to see that design change  The gradient is used too much in the design I think” |
| Common themes and insights | Overuse of gradient |
| Suggested solutions | Change cash out to use less of the gradient |

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: |
| Time |  |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | Clicked activity and looked in there before realising that he wasn’t on goals page and immediately flicked over to the next screen |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “Sorry I thought activity was goals there for a second but that was my mistake I didn’t read into it enough” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: Minus my misshap that works well. I can see my daily goals which is a good daily breakdown. I assume the rest of my goals are on my phone? Yep I see them. |
| General comments | See above  I really liked the different colours used here and the graph. I had to play around with the graph and when I clicked it it flicked onto the next screen – maybe make that a little more in your face that that is a possibility. |
| Common themes and insights | Make graph breakdown more obvious |
| Suggested solutions | Seen above |

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: |
| Time |  |
| 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: |
| General comments |  |
| Common themes and insights |  |
| Suggested solutions |  |

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 |  |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | No error |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Ooo yes I love the different colours here. The orange im assuming is when ive gone over my goal? Yep it is that makes sense. From a glance I can tell you where I succeeded |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: Yep I really like this screen and functionality. It ties into the wearable really well too. Its like using your laptop at home to go further into detail from the stuff that you saw on your phone during the day |
| General comments | See above |
| Common themes and insights | Use of colour on the goals page should be mimicked elsewhere |
| Suggested solutions | NA |

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 |  |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments |  |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Ok so I broke streaks which sucks – its like I have an obligation to not to gamble and by gambling ive broken that promise to myself.  Its more of a like “you tried good job” but it doesn’t physically punish you – which could work for some people |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  Streaks are a good idea to keep gamblers a way to understand their addiction |
| General comments | As I spend id have to get more money out, correct?  So Id have to think about it and go through that arduous process every time?  Right ok so that’s good and bad. Good for the sense itll deter me from gambling. Bad because it could stress me out if I want to gamble |
| Common themes and insights | Lengthy process to get money out is a doubled edge sword |
| Suggested solutions | NA – worked well |

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 |  |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | No error, dictated the transfer lock and mindfulness well as he saw it in the last tasks |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “So ive lost my goals, im pissed off and this is helping me calm down – it really does a lot for a small device” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  See below |
| General comments SPECIFICALLY ON THIS ONE – HOW DO THEY FEEL | Again, be careful with vibrations. Make them small so only the user can feel them and not make a scene. If you make them too intense they’ll just take the watch off and walk out |
| Common themes and insights | Make sure mindfulness is implemented well and thought out |
| Suggested solutions | Make sure mindfulness is implemented well and thought out |

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 | * Can easily visualise their problem, they can see their money spent right in front of them. * This makes them know when they have a problem and seek help accordingly |
| Does the product reduce stress? | Yes | * It takes the strength and power to lie to someone and forces an honest conversation between the family and the rampant gambler * Works well as it removes the middle man; theres no hiding |
| Does this product empower you to re-evaluate their choices? | Yes | * By knowing how much they haven’t spent forces gamblers to see the true nature of their addiction right in front of their eyes * Doesn’t allow hiding for the gambler |
| Does the product allow for a personalised experience? | Yes and No | * Its hard with addiction and gambling especially to be able to have a personalized solution for such a broad and complex problem * BY having the goals you address this, and the idea of using names and family intervention really helps. But no addiction can be fixed with just an app – this app has to lead to treatment, its not a replacement for it |
| Does the product educate you on problematic behaviour? | Yes | * Again, gamblers can visualise their problem and also set goals to get out of their addiction |
| Does this product inform you on your lack of control? | Yes | * Defiently. It empowers people to fully understand the true nature of their addiction and how they have no control * Imagine getting a message from your mum saying she misses you whilst youre gambling; that in of itself shows you have lost control if you put anything like gambling above your family |
| Is this product easy to use | Yes | * The functionality is just like other apps. I know where to click (bar a few things I pointed out) * Only issue is that blue colour needs to be used more sparingly and increased size of the words |
| Does this product allow gamblers to identify when they have a problem? | Yes | * Yes defiantly. * Imagine having to wear a watch, get messages from your family and ask them to give you money. If you get to that point and think you don’t need help and you don’t have a problem; that’s a problem in and of itself |
| Would you use this product to minimise gambling related harm? | Yes | * Yes. If I had a family member that gambled; or even I knew I just needed a bit of extra help with my regulation I would. It just gives a bit of backbone and help to your problem. Its something you can fall back on and know that you give control to the app. * Again though; this should lead to treatment, not replace treatment in anyway. |
| Do you believe this product is viable? Would you ever contemplate use it? | Yes and No | * It would be viable for a small percentage, but would be very effective for that percentage * Your target is basically gamblers that know that they have a problem but cannot stop, but on the same token want help. It’s a good chunk of people so if you target them well, you can help a lot of people but just not a “one size fits all” solution |

**Facilitatory help notes:** All questions aim to spark conversation, go on a tangent. See what can be done better. How-ever, ensure the questionaries is answered with yes/no, so quantitative data can be collected alongside the qualitative data. Always ask why.