*M.E.H*

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

*Usability testing*

Name of the participant: Lily Henson

**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 | “When I set up a profile – do I set up a family account now or later”  Test: “Later” |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “Profile is all set up – im at the Bluetooth page now” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  See above – user was very happy with the process |
| General comments | “The only thing I can critique you on is the thing I mentioned before- I assumed when I set my profile up I would immediately chose if I was a problem gambler or a family member – otherwise yeah the colours look really sleek – a lot nice since the sketches you showed me earlier” |
| Common themes and insights | Information layout – why is family/self reg not in early setup |
| Suggested solutions | Move the family reg/self reg choice to the profile creation area |

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 | “Yeah that was easy – no problems” |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Im pretty happy with the process like it was super easy and intuitive – but (now see general comments) |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  I really enjoyed that code match thing where you could see the same code on your phone to your watch. Its like how chromecast does it |
| General comments | The watch icon seems really small like I get what you’re doing but in comparison to the other elements its really small. Also it could do with some more contrast. |
| Common themes and insights | Stylistic change – size of elements |
| Suggested solutions | Bigger watch element in setup – its too small rn. Maybe some more contrast on it too |

\*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 | “oooh I didn’t know I could click the watch to submit the name thing – It didn’t work like that in the other screens” |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | But yeah after that the whole watch click I got it. That’s fine I get what you are doing |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: I’d give you a four only because I didn’t know that was a clickable thing. Its too grey right now like it just blends into the watch. The watch needs more contrast like I said before |
| General comments | * I also think the watch element is pretty good size on this screen. Did it change from the last screens? |
| Common themes and insights | Where do I click issue – Call to action more noticeable |
| Suggested solutions | More contrast on the watch to know that’s where you put your name |

Now the device opens up all features to you, so the gambler (like me) could decide they don’t have the strength to self-regulate, so they forfeit control to you.

Task: I come to you. I want money to gamble and you decide to transfer it to me. Transfer money from your application to my wearable

|  |  |
| --- | --- |
| Could they complete the task? | YES / NO (circle)  Comment: |
| Did they need help? | YES / NO (circle)  Comment: |
| Time |  |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | “Where do I put my card details in”  “You have to enter the amount first”  “oh ok, all good”   * Just needed this direction |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | All good |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: Too many steps but I get you have to do it with your target users yeah?  Also that gradient for the transfer money, with the font don’t really work. |
| General comments | “ugh that’s a lot of notifications – I know what I am doing. If ive had a conversation with you about gambling, I am not going to want an app to tell me a thousand times why its wrong”  “Also I really don’t enjoy the gradient as the number display at the top, looks really tacky and too bright”  “Also is that font the same way through – shouldn’t you use like more than one?” |
| Common themes and insights | Too many notifications  Overuse of gradient  Only one font used |
| Suggested solutions | Remove some of the notifications  Just use the gradient for things you want people to click |

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 | Why does the suggested messages button look the same as the normal message button – make them look different. I had to read to find it out  Also the gradient was too overused again when I sent it. Please no more gradient haha |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Minus them looking the same all good |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  The only thing detracting from the experience was that gradient. Just use it to make elements pop  I did enjoy the words coming up on the watch too. Make the watch a bigger element – it makes your app different |
| General comments | See user satisfaction comments.  Lily found it easy to type a message |
| Common themes and insights | Overuse of gradient |
| Suggested solutions | Only use gradient for call to actions  Make watch bigger |

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 – user could describe the transfer lock easily and efficiently |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | No errors – user could describe the transfer lock easily and efficiently |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | Overuse of gradient again – but I do like the use of the icon. I can understand it as a lock that will be ‘unlocked’ in 24hrs |
| Common themes and insights | Overuse of gradient |
| Suggested solutions | Gradient change |

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 – no comments |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | User experienced no errors  “I really like the code pairing thing again, and the bar telling you fair into the pairing you are” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  “ I have to squint to see what its saying – the font thing is still there (its one font) and the fonts well to small” Id give you a four |
| General comments | Could you increase the font for me?  Also the heartrate screen was too high up, you need to centre that |
| Common themes and insights | Font size too small  Font only used one style |
| Suggested solutions | New font – increase font size |

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 |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “All good that makes sense – so that would be like a popup, you wouldn’t have to click anything to make that happen right”  “right” “Ok perfect – yep then 5” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: The screen where “sharon” sent you money was well too grey for me – seemed to drab.  Also the two icons were too small for me to do anything with – my fingers are fat and if this is a watch then I would struggle with clicking them |
| General comments | Too grey on incoming. Money screen  Make confirm/deny screen bigger |
| Common themes and insights |  |
| Suggested solutions |  |

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: “God this is a lot of screens to swipe through – but I like that the cashout is at the end, makes you read all the messages and see your activity first” |
| Time |  |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | Needed help with the navigation system – user has never used an apple watch so the swipe system wasn’t natural – the dial system to get between the options on cash out wasn’t natural either” |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “The font is too small again” “The gradient is overused AGAIN”  “I really liked the feedback for the paypass- not even apple pay does that and they should” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: Again the font is too small. But I get it because its small screen real estate and im looking at it on a computer  “Anything other other than font size?”  “The red on the “I don’t want to cash out” was too in your face” |
| General comments | See user satisfaction comments |
| Common themes and insights | Font too small |
| Suggested solutions | Increase font size  Red on cash out was too vibrant |

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 |  |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments |  |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: “I really like the graph – it makes it super easy to see at a glance how im tracking” |
| General comments | “Yep I can see it quickly at a glance – too easy” |
| Common themes and insights |  |
| Suggested solutions |  |

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 | “Can I scroll down? Yes I can – ok I had to figure that out. I didn’t know apple watches could scroll” |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments |  |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | No issues – I can see my activity here. And im assuming my family can see all the rest of my historical activity |
| Common themes and insights | NA |
| Suggested solutions | NA |

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 |  |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments |  |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: “God that’s heavy – Id be so upset if my mum texted me that. I really like that part if I was a problem gambler it would make me stop asap  The only part Id critique you on is that the font is too small, but you know that already. |
| General comments | See user satisfaction comments |
| Common themes and insights | Font size |
| Suggested solutions | Increase font size |

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 | “What screen is it on? Do I have to swipe throught hem all? “yep” “Ah ok that’s how it work so an apple watch?” |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Yep I can see all the messages here from all my past activity – looks good. I like how it looks like iOS makes it a lot easier to use |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: See success comments |
| General comments | How many messages would be displayed here? If you gamble heaps and get lots of messages, it would be a scroll list yeah?  Yep  Ok that makes sense  Can you add a bit of colour to this section? It looks a bit drab to be fair |
| Common themes and insights | Swipe gesture isn’t innunite to a new user of the apple watch |
| Suggested solutions | More colour on family section |

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 |  |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Yep I can see – the bubbles that expand and retract help lots. How strong is the vibration though? |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments SPECIFICALLY ON THIS ONE – HOW DO THEY FEEL | I feel like I personally wouldn’t mind the vibrations as I have used this app wanting to get help. If iw ant help, I will rely on these vibrations to bring me back down to earth  The yellow is super nice use that more. Also I have been forgetting to mention that the blur behind the overlays look good. Play into that more |
| Common themes and insights |  |
| Suggested solutions |  |

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 | A bit of confusion on how the app works with the phone – hasn’t used an apple watch before |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “Just like before – it makes sense how you’ve structured it” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  I can imagine, and theres no way around this, that the user would find it awkward to set up two devices at onc – but if its Bluetooth you gotta do what you gotta do” |
| General comments | AGAIN the alignment is too small. But the use of gradient in the setup is actually nicer than in the app itself, itsused for those clickable buttons – play into that more |
| Common themes and insights | Alignment change – make sure all elements are aligned  Gradient use is nice in setup – copy that more |
| Suggested solutions | Align items  Gradient |

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 | Just like before – no problems. Makes sense. I understand the whole Bluetooth concept so its just like pairing my UE Boom or something |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | No issues at all. |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: Super easy. Just make the watch a bit bigger- I said this before but just play into the watch being the main element to watch on the screen. |
| General comments | See user satisfaction |
| Common themes and insights | Watch bigger |
| Suggested solutions | Make watch bigger. It’s the biggest eye candy on the page in setup |

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 | I get why I use it – some users may not want to use it so maybe make the skip this skep a bigger option. Heart rate is pretty intrustive for some older crowds |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Easy – just a simple yes or no . User encounted no errors. |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: Again, just make those two yes or no buttons a bit bigger. |
| General comments | See above |
| Common themes and insights | Make clickable icons bigger and more prominent |
| Suggested solutions | Make clickable icons bigger and more prominent |

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 | The watch font is honestly the only part detracting it for me. I just have to zoom and when I look past the font issues I can see this being a really functional and easy to use app |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments |  |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  See error comments. User satisfaction would bea. 5/5 if we fix the font issues |
| General comments | See above comments |
| Common themes and insights | Font issue |
| Suggested solutions | Font size and readability |

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 | “Oooo I like these circle things, do I type in the middle? Oh no I drag it along and stop where I deem neccesairy yeah?” “Sorry about that – ive never used one of those half circle graphs” |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | It took me a second to figure out how to use those circle graphs but after that it lead me through the process |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  Only a four because of the graphs being unique- which isn’t a bad thing, just reduced some satisfaction because I had to learn something |
| General comments | See satisfaction |
| Common themes and insights | New style of graph for some users |
| Suggested solutions | Make it clearer where to drag the dot from – maybe some drop shadowing? |

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 | Ok I like this little fact – I logged in 24 hours ago. That’s fun to know that. I guess that would help gamblers quantify how long they’ve been gone for. |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Yeah as I said before, the graph is really nice. Gradient is used well there because it makes it more glanceable |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  See success comments |
| General comments | So everytime I log in it gives me a fact? That works well, its kind of just like a “go you” – you didn’t use this for this long, good for you |
| Common themes and insights | Good @ quantifying how long its been since you gambled last  Also good glanceability at the graph |
| 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 | Ok so its going to my wearable for me to spend? So I use my phone to transfer it to the wearable – just like topping my Opal yeah? Sorry that’s a bit confusing. I guess that will sort itself out after you use it quite a bit |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Yeah it was easy – again the whole money thing with the card details are a bit arbitry – the process feels tedious. I really don’t like the overuse of gradient and the font colours too on the transfer section if im being honest |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  See above for comments about why it was only a 4 |
| General comments | But yeah – Its one of those things I think you have to illustrate more that its your money going from the phone to the wearable – I had to think about how I was going to send money over. |
| Common themes and insights | Clarity of Information |
| Suggested solutions | Make it clearer that to send money you have to use the app. From this make it clearer that the money you cash out comes from the wearable |

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 so the graph updated – I sent over $200 – I can see that because of the notification just letting me know its all worked. |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Yeah that’s good. It makes sense that the graph updates. Again, I like the gradient |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: See above |
| General comments | I like the notification style from this popup better than the one I didn’t like in the previous task – I think that was the popup for money transfer by the family. This style is nicer – copy the transparency thing you got there |
| Common themes and insights | Clarity of information |
| Suggested solutions | Popup style – fix opacity and make them all the same style |

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 | Easy – just like last time. Go to the final screen and done |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Yep cash all done - $10 ready to go |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: In the reference to the other parts of the app – the cash out just seems not thought through – I think it’s the colouring. I don’t really know but it isn’t as intuitive. I still can use it but its just a matter of the selection screen to get money out isn’t as nice as the rest of the app |
| General comments | See above |
| Common themes and insights | Design and colouring of cash out screen |
| Suggested solutions | The design doesn’t feel as thought out for menu select- try and take inspiration for other watchOS apps and see how they do it |

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 | That final screen? That’s not messaging because were self reg right? Ohhh yep that makes sense. Sorry just checking |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Yep I can see the daily goals here – and im assuming the rest are on the app?  And yep I clicked the graph and it expands the information – I get that, the health app I use does the same. |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: Yeah that’s easy – I can see all the goals here. And the numbers would update as I gamble right? If so then yeah its good, I can check it anytime |
| General comments | The goals make lots of sense. I like the use of different colours here too with them corresponding to the other activity screen. Use more colours don’t stick to the gradient!! |
| Common themes and insights | Information clarity |
| Suggested solutions | The clickable graph may be confusing to some people – make it clearer that that’s where the further info is. I only knew about it because another app I have does the same thing |

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: 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 | Aight so I can hit the goals section. Yep so I see an overview now. Do you want to see all the older activities too? Ok so I hit further activity and its all there. |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Yep that was super easy. I liked the breakdown and how I got there |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | The further activity page was super grey – liven it up it felt a bit drab |
| Common themes and insights | Colour |
| Suggested solutions | Liven up some pages with more colour |

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 | That felt bad in terms of I don’t want to spend my money because of my streaks – but at the same time I could tell you in a heartbeat how much I had spent because of that graph. Works really well |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | Ahh shit I broke my streak - that felt bad. Its like on snapchat when you lose your streak, you just feel a bit empty. Thatts a good way to quantify how well they are going, and kind of give them a way to keep track of how well they are going |
| Common themes and insights | Clarity of information |
| Suggested solutions | NA |

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 |  |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | All good – no errors. |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: Again, any user using this wants help, but some people may be annoyed at vibrations, but any other sense wouldn’t work. You gotta make considerations with that |
| General comments SPECIFICALLY ON THIS ONE – HOW DO THEY FEEL | Ok so Ive lost my money – its locked now as expected. Oh so my heart rate is rising now I must be getting pretty angry, ill breath along with the vibrations and itll be good.  That locked screen gradient isn’t cutting it for me, its too bright especially on a device like this |
| Common themes and insights | Gradient too overwhelming |
| Suggested solutions | Different colours! |

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 | * Easily it does, by having to talk to family, or having the circumvent your goals really makes you think “god I do this a lot” and would lead users to treatment * And the streaks are really good. I know for myself in particular id hate to break them just to get some money out |
| Does the product reduce stress? | Kind of | * I think it’s a 50/50 split * On one hand it does because you are taking the burden of control away and giving it to an app / family which can help * But on another hand, addiction can lead to violence so you got to be careful that the stress is manageable, which is what youre doing with the wearable |
| Does this product empower you to re-evaluate their choices? | Yes | * Yeah it does. Its one of those things were you see it infront of your eyes and think “god this is bad, ive spent 300,500,900 dollars this month alone. That could have gone to something more useful”. That alone, not to mention the messages from family and goals, would make anyone go “yep its time to quit” |
| Does the product allow for a personalised experience? | Yes | * At first I thought no, but the goals system makes it highly personable. Say you cant go off cold turkey, you can slowly decrease the amount of money you ideally want to spend so you can taper yourself off |
| Does the product educate you on problematic behaviour? | Kind of | * It shows me like how much money ive spent sure, but it doesn’t tell me im doing anything wrong. * On one hand that burden can be given to the family but I guess that has something to do with negative conditioning, which you don’t want to touch |
| Does this product inform you on your lack of control? | Yes | * Very much so. At a glance I can see how money I spend. That’s the most empowering thing |
| Is this product easy to use | Yes very much so | * Its just like other apps. Nothing really that I had to sit down and learn. Its easy to work out on the spot. |
| Does this product allow gamblers to identify when they have a problem? | Yes | * Yep as I said before, I can quantify any part of my addiction by a quick glance at my activity, a message from my family or the facts ive broken so many goals |
| Would you use this product to minimise gambling related harm? | Yes | * If I was a problem gambler, yes. But I would have to be in the right headspace and wanting to get help to use it. * People who think they don’t have a problem wont use it. People who want help will use it |
| Do you believe this product is viable? Would you ever contemplate use it? | 90% yes | * As I mentioned before, you would have to want help to use it. Like any addiction, you can only go so far until you realise “shit im too deep”. That’s the point where your app can come into play, to get. People out of that rut so they can keep living their life without the strain of addiction |

**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.