*M.E.H*

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

*Usability testing*

Name of the participant: Adrian.T

**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 |  |
| 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 | “Colours are cool”  “What If I don’t have face ID? – can I use it without it? What happens to my account” |
| Common themes and insights | Questions on face id. |
| Suggested solutions | Maybe add another ? for ID and accounts? |

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 |  |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments |  |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “I cant go back” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “Does the code change – I like it though its makes the process seem very connected”  “Theres no next button for “bluetooth successful” |
| Common themes and insights | Mock up failure. |
| Suggested solutions | Impement more navigational control in the mockup. |

\*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:  Needed to press back on the mock up – for the choice screen. |
| Time |  |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | “Pressed the wrong button and couldn’t go back” |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments |  |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “Other then the mock-up screwing me with not being able to pic the ‘self’’ if I accidently picked ‘family’. The design seems good. I like the colour thing – very nice” |
| Common themes and insights | Mockup error. |
| Suggested solutions |  |

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 |  |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments |  |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “It seems very profeshional – other payment systems do it like this – it can be annoying but I can you can save the details, so when you frist using it it makes sense. – Adrian |
| Common themes and insights | Walking you through it |
| Suggested solutions | NIL |

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 |  |
| Error rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Error comments |  |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “Cant go back” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  “Cant go back”  “Message pops up too early” |
| General comments | “the “I love you come home” thing pops up too early”  “I cant go back” |
| Common themes and insights | Mock up failure. |
| 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 |  |
| 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 | “I like the use of colour – over all it would annoy it its locked but I think it makes sense, the app warns you about 50 times that you are spending money, so its not like a sudden ‘boom’ go home. Type thing” |
| Common themes and insights | Emotion.  Colour |
| 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 |  |
| 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 | “I like the code thing, it makes sense after using the application, I don’t know how I watches work, with Bluetooth so I don’t know if this is right, but you make it seem easy so that’s enough for me” |
| Common themes and insights | Real world. |
| Suggested solutions |  |

So now that you have connected the two devices and accepted the heart rate, you can use the wearable. The majority of the 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 |  |
| 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 | “I like it – again I don’t know much about the iWatch, but I like the display, colours are nice’ |
| Common themes and insights | Display |
| 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 |  |
| 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 | “It really makes you aware of everything you are doing, neither a positive nor negative, I can assume its helpful in the context, but when I’m doing it now its slightly annoying” |
| Common themes and insights | Confirmation. |
| Suggested solutions |  |

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 |  |
| 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 | Easy, nothing much too it. |
| Common themes and insights | ease |
| Suggested solutions |  |

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 |  |
| 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 | “I like it, id probably send a message back on text being like “who cares””  “I like the concept, design wise I think it isn’t that realistic, the iwatch is tiny and this font is tiny” |
| Common themes and insights | font |
| Suggested solutions | Make font bigger. |

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 |  |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments |  |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “I cant see it, it wont let me press the buttons” |
| Common themes and insights | MOCKUP FAILURE |
| Suggested solutions | FIX THE NAV |

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 |  |
| 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 | “Its just like every other messaging system ever – so its good I guess “ |
| Common themes and insights |  |
| Suggested solutions |  |

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 |  |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments SPECIFICALLY ON THIS ONE – HOW DO THEY FEEL | “Same to the other one – normal. It warns you a lot that your loosing money – and it gives you ways out all the time, so its your choice” |
| Common themes and insights | choice |
| Suggested solutions |  |

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 |  |
| 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 | “Ditto to what I said in the other one – do we have to go through this again” – Adrian |
| Common themes and insights |  |
| Suggested solutions |  |

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 |  |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments |  |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “Yeah same as before – I like the code its simple” |
| Common themes and insights |  |
| Suggested solutions |  |

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 |  |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments |  |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “Easy just a notification – too simple” Adrian  “Like a normal device” |
| Common themes and insights |  |
| Suggested solutions |  |

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 |  |
| 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 | “I still don’t like how you cant fix the provlem of picking one and you cant swap to the other” “maybe change the font up – its a lot of the same style” |
| Common themes and insights | Fix mock up  Change font |
| Suggested solutions |  |

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 |  |
| 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 | “Nice sliders and stuff, seems very interactive, and detailed like you got the daily monthy and weekly stuff, I don’t like how you have to make every single one though, like I see the option to skip – but I cant actually skip” |
| Common themes and insights |  |
| Suggested solutions | Fix the navigation of the mockup |

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 |  |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments |  |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “yeah it’s the same as the other ones, I like that, I can reuse my skills I guess.”  “You can see how much the wearable has on the application – I don’t need to check it really: |
| Common themes and insights |  |
| Suggested solutions |  |

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 |  |
| 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 | “I like the step by step thing, just like the other one, the more I do it the more annoying it gets, but I understand they aren’t done together so its fine, maybe change the colours with the card or the amount – it’s a bit distracting – like have the gradient on the section im doing rather then having it all grey” |
| Common themes and insights | Variety |
| 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 |  |
| 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 | “Same as before, I like seeing the bar, I like how both connect its easy simple, its good” - |
| Common themes and insights |  |
| Suggested solutions |  |

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 |  |
| 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 | “Font is way to small” “Process makes sense though” |
| Common themes and insights | Navigation  Font |
| Suggested solutions |  |

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 |  |
| 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 | “I like how there are multiple graphs – its like the products thing, the icons make sense I know what they are without reading it. It works” |
| Common themes and insights | Iconography |
| 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 |  |
| 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 | “Yeah same old, its like the fitbit and the apple fitness thing, it works. Colours seem off, and again, maybe some variety with font”  “I like how the phone is more detailed” |
| Common themes and insights | Colours and font variety |
| Suggested solutions |  |

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 |  |
| 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 | “I like the home screen of activity – but the further info is a bit messy – I think it’s the circles, you don’t need the circles?” |
| Common themes and insights | Messy - |
| Suggested solutions | Get rid of the circles? |

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 |  |
| 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 | “Im assuming it wont just reduce naturally, but yeah overall its fine |
| Common themes and insights | Fix the mock up? |
| Suggested solutions |  |

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 |  |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments SPECIFICALLY ON THIS ONE – HOW DO THEY FEEL | Exaclty the same as before – I mean im in charge now so I should be gratefull in a werid way – im just sticking to my own limit” |
| Common themes and insights |  |
| Suggested solutions |  |

The application also locks transfers for 24 hours, and mimics everything the wearable does, the only difference is – the wearable has cash out, and the application has transfer.

---------------------------------------END--------------------------------------

Post testing survey based of criteria and concept viability.

|  |  |  |
| --- | --- | --- |
| CRITERIA | YES/NO | WHY and WHAT DO YOU THINK ABOUT THAT? |
| Does the product deter problematic behaviour? | Yes | I think it does, defiantly attempts to at least. I think it gives you all the tools that you need to deter yourself which is ever better |
| Does the product reduce stress? |  |  |
| Does this product empower you to re-evaluate their choices? | Yes | I think it does that by the goals, expecially the ones on the phone, the detailed ones. You can see how you are behaving during the week as re-evelaute based of that. |
| Does the product allow for a personalised experience? | Yes | I think it is – its like a mix of messager, combank and fitbit, which is all pretty personalised. |
| Does the product educate you on problematic behaviour? |  |  |
| Does this product inform you on your lack of control? |  |  |
| Is this product easy to use | Yes | Very easy, simple, it holds you hand. |
| Does this product allow gamblers to identify when they have a problem? | Yes | Just like how it re-evaluates. |
| Would you use this product to minimise gambling related harm? | Yes | It gives you tools, like I said in the deterrence. I think it gives you the tools too stop yourself from harming yourself, like the my quit buddy. |
| Do you believe this product is viable? Would you ever contemplate use it? | Yes | I mean you can assume its viable, concept wise it seems like a good idea. I don’t know if I would use it, im not that bad with gambling. |

**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.