*M.E.H*

*Time of the activity: 8:00pm Date of the activity: Wed 9th of October.*

*Usability testing*

Name of the participant: Clarissa. G

**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.

Application: NIL

Task: So you have the application – set up the Bluetooth from the visual representation. (Connect to the wearable)

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| --- | --- |
| 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 |  |

Task: Using the visual representation, set up an account.

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| 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 |  |

Task: Using the visual representation – transfer money to the wearable.

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| 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 |  |

Task: From the visual representation, was is the activity on the Com-it wearable.

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| 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 |  |

Task: Using the visual representation, try and send a text to the com-it wearable using the application.

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| 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 |  |

Task: Imagine you want to problematic gambler to reduce their limit over time, the application allows for that – try and reduce the com-it level (hint – it’s in settings)

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| 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 |  |

Task: From the visual representation – how long is it until you are allowed to send money again?

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| 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 |  |

WEARABLE:

Task: Using the visual representation connect the device to the application,

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| Could they complete the task? | YES / NO (circle)  Comment: |
| Did they need help? | YES / NO (circle)  Comment: |
| Time | Max 5 seconds. |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | User tried to turn on their own devices Bluetooth, had to explain that in the real world that will work, but the mockup didn’t need that. Was |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Other then users confusion, they completed the task successfully. |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  User prefers the idea of Bluetooth, than other connection methods, its a lot “easier”. This one in particular as it is as simple as “you just press a button”. But she doesn’t believe its “realistic”. |
| General comments | “I like how you guys are using features that are already built into the app – like my I watch usually is always connected to my I phone, so it makes sense – devices are interconnectable these days”.  “I don’t know how this process would work for elderly, I can figure it out, but I know a a lot of older people don’t know a lot about Bluetooth and how to connect shit”. |
| Common themes and insights | Accessibility – elderly and pre-existing features.  They liked the ease of the Bluetooth |
| Suggested solutions | Have instructions for “older people” but allow “younger people” to skip them because they are “annoying”. |

Task: from the visual representation – how much money did the application send you - how much do you have to spend to gamble?

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| Could they complete the task? | YES / NO (circle)  Comment:  They understood the task. |
| Did they need help? | YES / NO (circle)  Comment: |
| Time | 15 seconds |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | No errors |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | User completed the task but skips the “25 hour lock screen” – discussed later. |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  User said it was simple, and effective all the information was clear. |
| General comments | User liked the collaboration but thought they could easily manipulate to get more money.  User asked a lot of questions about the process of the transactions e.g who’s account is it? Can they put in the account details themselves? What is someone else wants to transfer them money? And what if they have no one to transfer but wanna go anyway? |
| Common themes and insights | Manipulation – a side effect of collaboration.  Clarity of information caused UI to be better. |
| Suggested solutions | NIL. |

Task: Get cash out.

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| Could they complete the task? | YES / NO (circle)  Comment: |
| Did they need help? | YES / NO (circle)  Comment:  They completed the task |
| Time | 7 seconds |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | Nil |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | User succeeded, no issues |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  User believed it was easy and liked the implementation of new tech in incorporation with this application., |
| General comments | “It was a bit confusing because I’ve never used like a mobile payment before but if its as simple as you make it look than it will be easy – I’m starting to worry about how realistic this UI is though, because usually this stuff is a bit more convoluted and complex” |
| Common themes and insights | Ease of application and simplicity directly relates to user satisfaction  Transferable knowledge is key in order to ensure realism. |
| Suggested solutions | Nil. |

Task: What the bar – from the visual representation how much money do you have left to spend?.

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| Could they complete the task? | YES / NO (circle)  Comment: |
| Did they need help? | YES / NO (circle)  Comment: |
| Time | 2 SECS. |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | No errors – “was that meant to be hard?” |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “It’s self-explanatory – the graph is good at showing it, there’s not much else to say – I like being able to see how much I have lost, even when I’m out in the city I fuckk that shit up a lot” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  User liked the concept and the UI (literally didn’t say much else about this) |
| General comments | “I like being able to know how much I loose so the concept is good, and I like visual ways of showing info so the mock up is good” |
| Common themes and insights | When a user gets confused, the UI seems impossible to complete.  Information design in this section is good  Visual representations assist in displaying data.  Users like to see how much they loss. |
| Suggested solutions | NIL |

Task: Use the com-it to spend more money – Text from family.

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| Could they complete the task? | YES / NO (circle)  Comment: |
| Did they need help? | YES / NO (circle)  Comment: |
| Time | 25 seconds |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | No errors, they completed the task. |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | The task was completed well, it also shocked the user. |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  The user was sad, and liked the concept, but didn’t understand why there is a texting feature – when phones have that anyway. |
| General comments | “I like it – this one is depressing as hell though. I felt like everything else was very formal and normal, but these texts just seem off – also don’t feel like there’s a point of them, most wearables have text, can I even send one back? Defend myself?” |
| Common themes and insights | Messaging causes emotional response.  Emotions is a key problem area for this application – (beginning) depressed – middle (sad and shocked) – end (anger).  Messaging adds on to negative reaction of application  User didn’t understand the point – wearables have text functions anyway, and this function can’t even respond back. |
| Suggested solutions | NIL. |

Task: The com-it has ran out of money – what next? How long until you can get more money? (24 hour lock).

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| Could they complete the task? | YES / NO (circle)  Comment:  User couldn’t figure out what the 24hour lock section was on the mock-up. |
| Did they need help? | YES / NO (circle)  Comment:  I had to show them where it was. |
| Time | 1 min. |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | User gave up pretty quickly, they tried to go to the home page, and it didn’t work, then kept clicking, and got visibly angry. |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Poor success. Due to “weird placement of that feature”. |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  User liked the 24-hour lock function, but got confused. |
| General comments | “I don’t like the structure of this one, I don’t really need to know – the 24 hours lock in that place, but I like the concept, but I just didn’t get it. I’m still confused’.  User believed “this would definitely stop me for excessive spending, but I think I’d get a little annoyed.  When roleplaying the user highlighted a point of manipulation – she attempted to steal the application. |
| Common themes and insights | When a user gets confused, the UI seems impossible to complete.  Information design in this section is bad  Deterrence = anger  Application has room for manipulation. |
| Suggested solutions | “Just make it clearer, I know what you were trying to do, and maybe it was just this app – but it just didn’t make sense” |

Post testing survey based of criteria and concept viability.

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| CRITERIA | YES/NO | WHY and WHAT DO YOU THINK ABOUT THAT? |
| Does the product deter problematic behaviour? | Yes | I honestly think this concept would work, only cuz no other concepts would work. Like – people are so motivated by money – the quit buddy is based off money. And I know I regulate behaviour and even break habits like – having lunch at uni, because im not saving or im running out of money. Gamblers want to win money, this helps them not loose their money. I mean I like it. |
| Does the product reduce stress? | NO | I think it reduces like financial burdens over time, but increased stress for the gambler because they have to regulate (which is a good thing), but also increases stress for the family because you have to self-regulate, I know families are effected a lot, but from my stand point, id hate to have my family involved, I think it would force me to find my behaviour rather then get help. But that could be just me. |
| Does this product empower you to re-evaluate their choices? | YES | Yes, you tell them how much they are loosing, and im sure they will wake up. Yes. |
| Does the product allow for a personalised experience? | Yes | I think so, especially with the heart rate monitor that you discussed with me, and that is brilliant. Maybe add the users name or something, colour themes, but the concept yes, because they can discuss with the family how much they want to spend. |
| Does the product educate you on problematic behaviour? | YES | I think it educates as much as it revaluates, if u re evelaute then you have to be educated to some degree, I like it because it doesn’t have to ne 100% a gambling product, but maybe used for any spending addiction. I think that’s why its powerful, because it has the income lost, but yeah I think it needs a bit more development – the concept the visuals. Just make it more – profesh. |
| Does this product inform you on your lack of control? | YES | Yes, because you have less control, your family has more control, right?. |
| Is this product easy to use | YES | Its just normal, straight forward, plain. I get it. I still think instructions for older people with the Bluetooth, the account, and the cash out. |
| Does this product allow gamblers to identify when they have a problem? | Yes. | I think so, maybe not specifically ‘when’, but it allows them to know they have a problem, especially when they run out of money. |
| Would you use this product to minimise gambling related harm? | Yes | Yes, financial harm, it might impact family relationships, involving families in addiction treatment always has an effect, if intended or not. But if there is a problem, then there will be support, but only to people who want help. But I big worry is that it’s a lot of pressure on the family. Like the gamblers are almost children. And what if they don’t have a family, or a family that gives a shit? |
| Do you believe this product is viable? Would you ever contemplate use it? | Yes | I think it’s getting there, I think its standard and with more development, like I said before concept wise and visually, I could see this getting popular. |

**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.

(Photos taken before and during survey because mock-up was on phone and I don’t have another phone to take photos – bitch aint rich).