*M.E.H*

*Time of the activity: 1:00pm Date of the activity: Mon 7th of October.*

*Usability testing*

Name of the participant: Tim. Sheridan

**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:  They competed it really quick, the only part I need to help them with was the “waiting for device”, which is fine because the wearable would automatically do that anyway. |
| Time | Max 5 seconds. |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | No errors. It was very self explanatory. |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | He felt like he “accomplished something”. He knew exactly what to do, the buttons were clearly marked. |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  He enjoyed the proccess. |
| General comments | Its was easy, he felt like he aclomphshed something, he stated “it was the process of elimination”. |
| Common themes and insights | Ease.  Ease relating to user satisfaction – the quicker and less complicated the task was the more he felt accomplished.  Process of elimination – only give the User the buttons they need. |
| Suggested solutions | Nil. |

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 explained their steps well, read out the important information and didn’t get confused. |
| Did they need help? | YES / NO (circle)  Comment:  Only help explaining the 24 hour lock. |
| Time | 15 seconds |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | The 24 hour lock confused him, he thought he could only get the original money out in 24 hours, had to explain it. |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Was confused with 24 hour lock “what does it mean?”. |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  He said he was “incredibility satisfied”, it was “streamlined” and followed similar structures to other applications. Its easier, because It tells you “what you need to know”. |
| General comments | Concept: he didn’t care he only had 100, “I don’t care at this point”. He believed when it was lost he would care, but not at the beginning. |
| Common themes and insights | Pre commitment doesn’t cause anger – losing it might.  Ease increased user satisfaction as he belived he accomplished something.  Information design is good – letting the user implemented transferable knowledge from other applications. |
| Suggested solutions | Make the UI clearer in the future and have the 24 hour lock after the comit level has depleted, or when they try and take money out, once it has depleted.  Implement that “not caring”, once the money is gone – somehow. |

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, but just tapped the screen to see where to click. |
| Time | 7 seconds |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | They used the mockup application to ‘cheat’, though they could have done it without cheating. |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | He knew he ‘cheated’, but he believed the application still pointed him in the “right direction”. |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  He believed it was easy. |
| General comments | “I like how no one can see what your doing – similar to a credit card, but this time, I can see what im doing better – which isn’t similar to a credit card”. “There is privacy – which is nice”.  Visually the representation is “good – its pleasing, because its simple – its just got the information that is needed – how much you got left, its got the time, everything you need”. |
| Common themes and insights | Ease of application directly relates to user satisfaction  Visualisation makes the user feel in control of problematic behaviour.  Simplisity is bennefical |
| 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:  NIL |
| Did they need help? | YES / NO (circle)  Comment:  NIL |
| Time | LESS THEN A SECOND |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | They made no errors, they continually mentioned how much they had left to spend throughout the process. |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Highly successful, they were aware of this feature throughout the process. |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  They believed it was easy, and were visually happy when they clearly gave the answer extremely quick. |
| General comments | “Makes me feel in control – but the more I loose, the more of an urge I have to top it up”.  “Makes me feel better – when I can see it and keep track of it. Rather the just relying of my credit card declining” |
| Common themes and insights | Visualisation makes the user feel in control of problematic behaviour.  Information design is good. |
| Suggested solutions | Nil. |

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

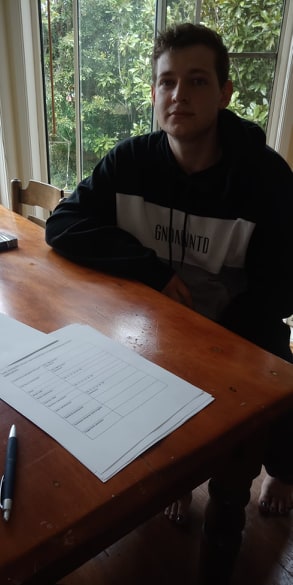
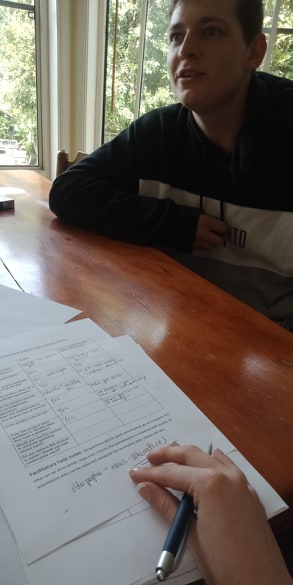
|  |  |
| --- | --- |
| Could they complete the task? | YES / NO (circle)  Comment: |
| Did they need help? | YES / NO (circle)  Comment: |
| Time | 15 seconds |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | No errors, they completed the task. |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | The task was completed well, it shocked the user. |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  The user liked being able to talk to family. Was shocked and saddened by the message |
| General comments | “Tugs on your heart strings”. He believed he could imagine this working with casual gamblers, but not problematic – as they wouldn’t “care.”. User was notisbily shocked, and paused |
| 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). |
| Suggested solutions | NIL. |

Task: The com-it has ran out of money – what next? How long until you can get more money?

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| --- | --- |
| Could they complete the task? | YES / NO (circle)  Comment: |
| Did they need help? | YES / NO (circle)  Comment: |
| Time | 15 seconds |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | NON |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | They understood the task – they knew the device was out of money |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  User automatically attempted to send a text back to family to ask them to transfer.  User didn’t like having little to no warning that his money was disappearing. |
| General comments SPECIFICALLY ON THIS ONE – HOW DO THEY FEEL | User spoke about being angry, and this application causing domestic violence – explained to him the mindfulness feature which couldn’t be visualised on the mockup – he retracted his statement but was still cautious about it. He gave solutions |
| Common themes and insights | Emotions is a problem area for this product that needs to be clearly hashed out. |
| Suggested solutions | Gamification – have a game  News broadcasting  Warning – is already introduced in vibration, but the mockup couldn’t simulate that. |

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 and no | The idea is good, but when it’s put into practice, who knows? It depends on each individual person, and their personality, and the way they react to things, you can’t really pinpoint one kind of outcome. Needs a lot of beta testing. |
| Does the product reduce stress? | YES. | Because it lets you be in more control – of your money, and your behaviour. Who doesn’t like being in more control? |
| Does this product empower you to re-evaluate their choices? | YES | The message from the family and the kids, It tugs at your heart strings. It makes you think about other people, other than yourself, stops you from being selfish. |
| Does the product allow for a personalised experience? | Yes | It can be set up for each invidual need. Makes me feel indifferent, I don’t really care about other peoples needs (laughs) |
| Does the product educate you on problematic behaviour? | No | It helps you modify, but I wouldn’t say EDUCATE. It tells me everything I already know, but it enables you to control your behaviour, by making you more aware – of your financial position, of the people around you. I mean the fact that you can only get money from your family, that alone would make me think “oh fuck Ive got a problem”. Because this is how I have to gamble, because I and the people around me don’t think I can control myself. That would send me on a depressive spiral.  You have talked a lot about the feelings and reactions to this product, do you believe you would get depressed or violent from this product?  Some people, I feel like for younger people, this would work. Yeah. For older people, older people just be frustrated and angry  Solutions: Game, new broadcast for elder people, the concept of ALT-FUN. |
| Does this product inform you on your lack of control? | YES | Because it makes you aware of it. |
| Is this product easy to use | YES | Its very one directional, you know what you want to do, and you know which way you have got to go. I want to know what these buttons do. (tries to explain). |
| Does this product allow gamblers to identify when they have a problem? | Yes. | If your gambling and you run out of money, then that’s a problem. If your using this application, by that stage you should know you have a problem. Unless you use the app, from day one, to stop you from developing a problem. Id say out of 100 people, 30 would actually use it, only because of past experience with similar applications like my quit buddy. The concept is great, and it will work really well for that 30% but I know a lot of people who would brush it off, and get frustrated. |
| Would you use this product to minimise gambling related harm? | Yes | It’s a good concept, even a small success rate is a success rate. The more people you have to use it, the more it will work on. |
| Do you believe this product is viable? Would you ever contemplate use it? | Yes | The concept seems it’s a good idea, and in practice, if it was further developed, and people started using it, then yes it has a good chance of working. |

**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).