*USABILITY TESTING*

Name of the participant: Joel Fincher

*M.E.H*

Time of the activity: 5:25PM Date of the activity: 9/10/19

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: No

Task: So you have the application – set up the Bluetooth from the visual representation. (Connect to the 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 |  |
| 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 |  |
| Success comments |  |
| User satisfaction |  |
| 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 |  |
| 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 |  |
| 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 |  |
| 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 |  |
| 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 |  |
| General comments |  |
| Common themes and insights |  |
| Suggested solutions |  |

# WEARABLE:

YEs

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 | 30 seconds |
| Error rate | 3 |
| Error comments | Wait are you doing something |
| Success rate | 5 |
| Success comments | And we’re done |
| User satisfaction | 3 |
| General comments | It’s a bit interesting, you’d have to trust the person to know that they’d not just judge you |
| Common themes and insights | This system wont work without trust |
| Suggested solutions | There’s no real way you need to know the person - need to know that they have your e real best interests  There wouldn’t be a way to verify, you’d have to know that you can trust them |

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: |
| Did they need help? | YES / NO (circle) Comment: |
| Time | 12 seconds |
| Error rate | 0 |
| Error comments |  |
| Success rate | 4 |
| Success comments | Yes it was simple |
| User satisfaction | 4  It would’ve been acceptable but not fun especially if they’ve been confronted about, I don’t think it’d eve be a fun experience |
| General comments | It’s most efficient, calling them might add levels of emotion, rather than just seeing emotional messages |
| Common themes and insights | Transparency |
| Suggested solutions | N/A |

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: |
| Time | 25 seconds |
| Error rate | 0 |
| Error comments | NIL |
| Success rate | 5 |
| Success comments | Alright, I’m guessing I can choose, |
| User satisfaction | 4 |
| General comments | I suppose yes, people are doing crazy things $10, you need more,  You don’t know if you can trust the person |
| Common themes and insights | Give the problem gambler some control |
| Suggested solutions | If the other person chooses how much they’re taking out at a time that might be good |

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 | 30 seconds |
| Error rate | 0 |
| Error comments | n/A |
| Success rate | 5 |
| Success comments | Very easy |
| User satisfaction | 5 |
| General comments | Good to know, but obviously you want to have more but knowing that soneones keeping track would be good  Yes it would be, gamblers are worried about how mucht they’re winning and losing |
| Common themes and insights |  |
| Suggested solutions |  |

Task: Use the com-it to spend more money.

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| --- | --- |
| Could they complete the task? | YES / NO (circle) Comment: |
| Did they need help? | YES / NO (circle) Comment: |
| Time | 9 seconds |
| Error rate | 1 |
| Error comments | I ignored it and kept going |
| Success rate | 5 |
| Success comments | It could make a lot of people very frustrated but realistically it’s a rally good thing |
| User satisfaction | 4 |
| General comments | “I ignored that and kept getting money out until there was 0 dollars remaining”  It can get in the way of a routine, you don’t want it to be a little notification – it makes sense |
| Common themes and insights |  |
| Suggested solutions | N?a |

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 | 53 seconds |
| Error rate | 2 |
| Error comments | Oh I was looking at the clock on the top |
| Success rate | 3 |
| Success comments | (User needed to use the lap ) |
| User satisfaction | 4 |
| General comments SPECIFICALLY ON THIS ONE – HOW DO THEY FEEL | That screen probably won’t be read but it’s good to have the information there, but I’m guessing it will be skipped over  IT’s the same result in the end – I was looking at the clock on the top and looking how much time to pass  I don’t think it’d make much of a difference,   If use a lock or something to lock someone out of the whole thing  was because he said if he was a legit problem gambler, he'd beat the shit out of people or acquire money from other ways |
| Common themes and insights | Emotional response |
| Suggested solutions | Clock , use a lock symbol or something to stop then |

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 | Yes, it restricts gamblers from using absurd amounts of money on gambling |
| Does the product reduce stress? | No | It increases stress in my opinion as gamblers have the stress of not being able to get more money out |
| Does this product empower you to re-evaluate their choices? | Yes | Yes, the product shows users responses from loved ones, giving them the ability to re-evaluate their decisions to draw out more money and gamble |
| Does the product allow for a personalised experience? | No | The experience is mostly controlled by the loved one in my opinion |
| Does the product educate you on problematic behaviour? | Yes | Yes, it shows gamblers how much money is being used on a night out |
| Does this product inform you on your lack of control? | No | No, it doesn’t really show the lack of control, it is positive and more or less just tells you what your spending and what you’ve lost, not how much control you have over the money being used |
| Is this product easy to use | Yes | Simple buttons, quick transitions, informative slides |
| Does this product allow gamblers to identify when they have a problem? | Yes | It shows the money being used and loved one’s comments on it |
| Would you use this product to minimise gambling related harm? | Yes | Yes, I’d give it a try to see its effectiveness |
| Do you believe this product is viable? Would you ever contemplate use it? | Yes | I think people would consider using it if they were trying to quit. If I had a problem with gambling id give it a try |

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.