*M.E.H*

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

*Usability testing*

Name of the participant: Megan Phillips

**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 | “Yep all good- you want my email and password yep?”  “ok easy just like any other phone application” |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | All successful – user setup the account and expected to see a pairing message right after that |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: “Just like any other app – sign up then pair”  “The font is really small on that input page for my password and email -can you zoom in?” |
| General comments | See above  “Just like any other app” |
| Common themes and insights | Ease of use |
| Suggested solutions | Font size |

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 | “What does scan mean?”  “I haven’t heard that used since early 2000s – isn’t it just meant to be pair or connect?” |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Knew what scanned meant – just weird way to word it |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  “Re word scan – that sounds archaic”  “Otherwise yeah it made sense; just like settings. Find your device, pair with it, make sure it’s the right one. Easy.” |
| General comments | See above  “And this little graphic of the watch here – is that what you see on your watch?”  “Yep it is”  “Ok that’s good- so for the older crowd they can phsycially look at the watch and they can see it’s the right one- I like” |
| Common themes and insights | Clarity of information |
| Suggested solutions | Change the word scan to pair |

\*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 | No errors user completed task well and quick |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | See above |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  “Why do you phrase it in that long paragraph; couldn’t you just say; “A gambler’s family member”. Like I had to read all that just to figure out it said family. |
| General comments | “Ok so im family; ill read this paragraph and click family.”  “Then ill enter my name- yep so now I can send messages under the banner of my name”  “You said its like Netflix; so the account has your name on it and mine in separate profiles right?” |
| Common themes and insights | Information Clarity |
| Suggested solutions | Wording too long on the select screen for family/self reg |

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 | No errors; saw the big button at the top immedietly.  Knew what top up meant because; “Top up is like opal yeah? I put money to your wearable right?” |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Successful. Completed task well |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  “That colour and the font for the credit card is really bad im sorry. It looks like crayon or something.”  “Also the font with the white doesn’t work there at all.” |
| General comments | “Ok so I like how it guides me through the card process – I always get overwhelmed when it puts all the card info on one page. I usually click the wrong thing, get lost with info or whatever” |
| Common themes and insights | Colouring and font |
| Suggested solutions | Different font, size and colour  Overuse of gradient |

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 | “That’s a notification right? So if I open my phone. Oh I have to click on the notification, I never use that”  Testing error- only way to get from the notification screen to the app is to click on it. Where in reality some users may go to homescreen and open app from there |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Just an issue with notification – when got to app, user sent a suggested message to the commit |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  “I really liked that function of messaging, and if I didn’t have enough time to think of a message I like that it gave suggestions” |
| General comments | “And youd get this as a notification on your watch like an iMessage right?”  “And how long do you have to look at it? I would like to force you to have to stare at it” |
| Common themes and insights | Messaging works well. Great function with good use |
| Suggested solutions | Force the wearable user to look at the message for longer |

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 | “Yep 24 hours, im assuming this later so you’ve been locked for just under an hour” |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “Makes sense. So you’d get this too so you don’t come home and beat me up for money yeah?” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  This function makes sense I really like it. It makes you come home and talk to me about your problem, and I can show you all the money you’ve spent of ours as a result of your gambling |
| General comments | See above |
| Common themes and insights | Lock function works well |
| Suggested solutions | NA |

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 |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Task was completed successfuly |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  Just like before; it helped having those graphics on the screen from before though; it kind of guided me on the setup. So im assuming if the family and gambler are together they can see those two screens at the same time |
| General comments | Ok so ill just pair it with the phone right? And im assuming because I did the phone on the other tasks itll show me the code? Yep there we go. |
| Common themes and insights | Good clarity of information |
| Suggested solutions | NA |

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 | “Where do I click to get the money from them?”   * User thought it wasn’t a notification., whereas you had to pair the devices again to get money over |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | After clicking and seeing notification it made sense  “Oh its just a notification. Right. I don’t do anything it just buzzes?” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  “The design of that notification doesn’t match the rest of the app; I think it’s the shadowing?”  “Kind of seems a bit out of place |
| General comments | See above |
| Common themes and insights | Consistency; notifiactions aren’t matching aesthetically |
| Suggested solutions | Match notification colouring to rest of wearable |

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:  “Those circles are too small I cant click them” “Its gesture based, you move with your hand”  -Cant mimic it in the proto; user was confused but once was shown could complete by themselves |
| Time |  |
| Error rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Error comments | See above; gesture system wasn’t innutive; User has never used an apple watch before |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Once shown the gesture system; user completed the task well |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  “Why doesn’t the cash out look like the card system on the app? Its kind of the same function and they look different.”  “I do enjoy this more than the design of the card system”. |
| General comments | See above |
| Common themes and insights | Gesture system not innutive for unknown users of the watch  Cash out system didn’t aesthetically please user |
| Suggested solutions | Mimic cash out system with card details system of app |

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 | NA |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “Ok so the graph goes down- oooooh that makes sense. Its like a pie chart” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  I really like the pie chart design; I haven’t seen that on a phone app I know of. That works really nice. It looks like a watchface |
| General comments | “So everytime im gambling; can I turn off the display or is it something that dims? If it dims can I turn up the brightness so I can see it in the gambling room” |
| Common themes and insights | Piegraph style works well  Colours work well in the lowlight room of the gambling room |
| Suggested solutions | NA |

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 |  |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “Yep theres the overview up the top”  “I see the rest of my transcations below” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  “Should the rest of the transcations be on a separate page? It kind of looks cluttered. But then all the buttons at the bottom would be too much to be fair” |
| General comments | “The colours are nice. I was getting sick of the blue and grey scheme” |
| Common themes and insights | More colour variety |
| Suggested solutions | Use more colours  Another page for activity |

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:  “Imagine getting that message in the middle of the pokes. It could be constructive or it could detrimental and make them keep gambling”  “It works; but this ferature would have to be monitored so families don’t abuse it.” |
| General comments | “That feature is just something that could be exploited; some people gamble because of their families. They gamble for the escape” BE careful with that |
| Common themes and insights | Abuse of system |
| Suggested solutions | Have a monitoring system just in case families exploit this feature |

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 |  |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “Yep that was on the later pages; I saw it next to cash out” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  “Yeha theyre all here. I can see who sent them and what time”  “just like my phone” |
| General comments | “yep so I have messages here; do these stack with people or do the same people have their own message row here?” |
| Common themes and insights | Clarity of information good  Interface has same functionality as other apps |
| Suggested solutions | NA |

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 | No error. User was confused at first only because the lack of vibration due. To prototype |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | User understood the task well and knew what was going on with the vibrations |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  “This works for me, but id be wary of violence of throwing the commit far away – just make its not a forceful vibration” |
| General comments SPECIFICALLY ON THIS ONE – HOW DO THEY FEEL | “Its hard to say if this would work. Mindfulness would work if they knew they needed help; so I guess tahts your target audience. The people who cant control and need something regulate them” |
| Common themes and insights | Mindfulness is a targeted approach that works for some |
| Suggested solutions | Be careful the vibration isn’t too hard |

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 |  |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “Yeah just like before. All good that’s fine. It’s the exact same so my critique is still the font size” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: As said before; felt the same as any other app |
| General comments | See above |
| Common themes and insights | Font size bigger.  Functionality same as any other app |
| Suggested solutions | Increase font size |

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 | “Oh so im mimcking the combo by flicking between the tabs? Yeah that’s fine, that’s just a bit confusing” |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | “Yeah that’s all good- the graphics that show both as I said before works well” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  See above |
| General comments | “So im assuming one is on the wrist and the other in the hand? Is that normal for the pairing process for the apple watch?” |
| Common themes and insights | Graphics showing process work well |
| Suggested solutions | NA |

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 | * Yeah that’s fine its just a yes or no. |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: Font issues with readability |
| General comments | Maybe make the font and the top and the body text area different- they kind of blend in together |
| Common themes and insights | * Font sizing and typeface |
| Suggested solutions | Change size and typeface for body text |

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 |  |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Works well; I just feel like the device didn’t pick up im self reg. I didn’t get like a prompt on the phone. I sthat how these watches work; the setup is on the phone? |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: See above |
| General comments | Shouldn’t there be a message on the watch that says “self reg device enabled!” just in case people don’t know |
| Common themes and insights | * Feedback to user |
| Suggested solutions | * More notifications needed on setup to give feedback |

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:  “That’s a lot of settings; how long is setup meant to take?”  “Id skip some of these to be honest; id just want to regulate myself: I don’t need all these goals” |
| General comments | See above – goals were too long. |
| Common themes and insights | Too much flexibility |
| Suggested solutions | Too many settings; more option to switch |

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 so I logged on 24 hours ago” |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | No errors- was successful |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  “The fact thing is fun; I love seeing those on apps it just gives it context for all these numbers”  “And yeah 0$ left, as expected.” |
| General comments | “That’s a fun fact- does it change everytime?” |
| Common themes and insights | Facts work well; contextualise information |
| 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 from the app to the watch – and you don’t need to be on Bluetooth like the setup said. SO ill just hit the button like last time and go from that” |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | * No errors. Easy |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  “Yep so that was just the same; it was sent over to my watch pretty easily which is good – no funny business”  “The design of the card thing still is irking me” |
| General comments | * “Is this howd it work in reality. How good is 4G, can you send this money over quickly?” |
| Common themes and insights | * Technical issues; can 4G do this? |
| Suggested solutions | Design change for card (again.) |

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 | “Well I sent $200, I see the $200 here on my phone, as expected.” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: “Id hope it wouldn’t take the money I sent over; its all there. Graph updated like last time” |
| General comments | See above – as expected the money came over and graph updated |
| Common themes and insights | Clarity of information good |
| Suggested solutions | NA |

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 | “So im going to use my watch to get it out because im at the pub” |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments |  |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  Yeah again it’s the exact same as last time; its all good. It makes sense and now ive used the device for a bit I get that swipe business. No worries. |
| General comments | “Yep last screen like last time – design is the same, change that. Ok so ive got 10$ out. Ill take that to the efpots and theyd give me cash? Ok easy” |
| Common themes and insights | * Design of cash out (again) |
| Suggested solutions | Fix design of cash out |

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 | “Wheres that?”  “Oh its where messaging is”  “I forgot the change of roles. Sorry” |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | After remembering that it was self reg- user found the page by scrolling through the pages to find it  Ok so for the breakdown, id click the graph. How do I get back up? |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  “The design looks very similar from family and self reg- should it look different?”  User didn’t understand gesture system could go back up a page. After pointed out; she understood and got through the task. |
| General comments | See above |
| Common themes and insights | Gesture system for non-watch users doesn’t make sense |
| Suggested solutions | NA |

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: 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 | No errors- the goals page made sense and user hit it immediately when asked |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | No errors. Successful task |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  “Again, bright colours work well”  “I can see all information really quickly”  “Oh and I can see all the weekly and yearly here too. Makes sense” |
| General comments | See above  User flicked through the pages for a while and really liked the breakdown of information. |
| Common themes and insights | * Good use of colour here |
| Suggested solutions | No changes. |

Like we said before goals use the activity of the wearable to calculate themselves, so while we are here lets 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 | “Ok going to activity. Yep see a breakdown here. After the breakdown I hit further activity. |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Successful task. |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | That makes sense. I realy like the breakdown here. I can argue with you why you spent 200$ in a day or something”  The app has clear buttons so I know where to go. No second guessing |
| Common themes and insights | * Good information clarity * Liked breakdown of activity for supporting evidence of gambling |
| Suggested solutions | NA |

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 | “SO im at the pub; I can only get it out of my wearable right?”  “Ok that could get annoying;l doing it on this small device everytime” |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | Task went well. No error. Successful |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | Font size is too small. If this is my go to device at the pub when im a bit drunk and I have to squint to get money out im going to get angry |
| Common themes and insights | Increase font. More visibility in lowlight |
| Suggested solutions | Increase font. More visibility in lowlight |

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 | No errors – “same mindfulness as before” |
| Success rate | ( 0 – 1 – 2 – 3 – 4 – 5) |
| Success comments | No errors – “same mindfulness as before” |
| User satisfaction | ( 0 – 1 – 2 – 3 – 4 – 5)  Comments:  Again youd have to be careful with this. Like the mindfulness might be perfect for one person but be horrible for another and counterintuitively introduce more stress |
| General comments SPECIFICALLY ON THIS ONE – HOW DO THEY FEEL | See above.  “For me it works well; but it could do more harm than good. Treat lightly” |
| Common themes and insights | Mindfulness is a function that needs to be used spareingly |
| Suggested solutions | Mindfulness is a function that needs to be used spareingly |

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 | * It informs addicts about the true nature of their addiction, weather that be on their family, on their wallet or on their own self judgement through the goals scheme. It can deter the gambling to continue because gamblers can see right in front of their eyes their problem. From this, they can get help faster and more effective |
| Does the product reduce stress? | Yes | Yes. For the same reasons that it would empower a gambler to tell their family that they need help.  The people who would use this are at the end of their tether; they need this support/regulation device to get them over the edge and get them into treatment. It takes the burden of control of out their hands and into the app/family. Theres no lying, theres no sneaking or cheating. Its simple facts and that’s all that is needed. |
| Does this product empower you to re-evaluate their choices? | 40% Yes, 60% No | * Its hard to say if it would work for everyone. * On one hand it would; they can see their monetary values displayed and their losses, with their family sending them messages. That could work for some but for others it could force them into the rabbit hole of gambling to escape from family, or their own mind |
| Does the product allow for a personalised experience? | Yes | By far this allows the most personal address of any wellbeing app. It allows people to put their own goals in and have their family help them along the way. Gambling is different for everyone; so nailing this concept is what put this app above anything else in the space |
| Does the product educate you on problematic behaviour? | Yes | * Yes! Gamblers cant quantify their addiction currently; Its hidden on purpose. * This way gamblers can collate all their losses and visually see it; alongside their family getting to see the same thing * This leads them into treatment and educates them before even stepping into the door about the nature of their problem |
| Does this product inform you on your lack of control? | Yes | * Yes. As I said above; they can quantify their addiction. From this they have to ask their family for more money, or best yet break a streak * This forces them to see the true nature of their ways and how they have no inhibition |
| Is this product easy to use | Yes | Yes. The functionality felt the exact same as any other app; bar a few design choices in terms of the colour. However, that did not detract from its usability |
| Does this product allow gamblers to identify when they have a problem? | Yes and No | * Yes as I said before it would for some people. People who want help could identify their problem themselves then use this app to regulate themselves * However; people will have to be wanting to use this, thereby they would have already had to identify when they do have a problem |
| Would you use this product to minimise gambling related harm? | Yes and No | * Yes I would if the circumstances were correct * My loved one, or myself, would use this as a last resort. This would be after interventions and talks about treatment * This would come into play when there is no other choice for them and they physically cant stop themselves from gambling |
| Do you believe this product is viable? Would you ever contemplate use it? | Yes and No | * Yes for the right people. * People will have to willingly give themselves and throw themelves into this device * It takes away human control, a factor a lot of us are scared by with technology * It has to be used as a last resort; but in those circumstances I would defiantly consider using it |

**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.