*M.E.H*

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

*Usability testing*

Name of the participant: David. 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.

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 | I like the black, its very modern, but I don’t know how people would be able to read it, and how night time will be impacted” – David. |
| Common themes and insights | Readability |
| Suggested solutions | Look into the black – is it readbile? |

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 |  |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “Simple – I don’t know how it would naturally work, but the mockup seems to explain it very well”  “Im not very good with bluetooth and bluetooth isn’t very good with me, so seeing what its actually like would be good” |
| Common themes and insights | Mock up vs real life. |
| Suggested solutions |  |

\*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 |  |
| 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 and the visuals – the picture is cool its reactive. |
| Common themes and insights | Visuals are good. |
| 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 | “very simpe – talks you though it which is nice – nothing else to it really, the device is walking us through it” |
| Common themes and insights |  |
| 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 |  |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments:  icon |
| General comments | “Simple, the pictue in the circle is a little to hard to read though” |
| Common themes and insights | Iconography |
| 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 can assume it would work more progressively in the real world, design wise its nice nothing else to say I don’t think. Over all its nice” |
| Common themes and insights | Design  Realworld |
| 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 | “It makes sense, like I said before the thing really leads you through it, which is very nice” |
| Common themes and insights | Leading you through it? |
| Suggested solutions | NIL |

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 the fun fact, but what If I loged on 5 mins ago, would it show me a fact about 5 mins?” “I knew how much I had it was nice – I like how I can decline it as well” |
| Common themes and insights | Education  Confrimation |
| Suggested solutions |  |

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 | “Really makes you aware of how much you are getting out, I like it because usally I don’t care but its kinda of forcing me to care” |
| Common themes and insights | Attention |
| 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 | “Yeah simple its right there” |
| Common themes and insights | Simple - visability |
| 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 | “Too small I think, maybe make it bold or something? |
| Common themes and insights | Font |
| Suggested solutions | Make text bold? |

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 | “Again I think the font is too small. In reaility the iwatch isn’t much bigger then this, and get the only things I can really see are the colours” |
| Common themes and insights |  |
| Suggested solutions |  |

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 | “Yep makes sense – easy just like normal messages” |
| Common themes and insights | Ease |
| 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” “I don’t mind it I kinda knew it was coming” |
| Common themes and insights | Awarness |
| 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 | “Same as before” |
| 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 simple, its getting easy the more you do it” |
| 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 | Yep done – very simple don’t need to think much about it” |
| 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 | “Simple, easy, design is nice – cant fault it yet”  “Picture is cool – I do like that a lot” |
| Common themes and insights |  |
| 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 | “A lot of stuff going on, I would normally skip this and do it later so I hope theres an option for that. But design I like, maybe too much use of that singular gradient? But I like how it congradualtes me when im done, cuz I did feel like that was going to go on forever. ” – David. |
| Common themes and insights |  |
| Suggested solutions |  |

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 | “Simple just like the other ones” |
| 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 | “Just like the other one – nothings different which is nice. If I save my account details for the other one will this one also have my account details? |
| Common themes and insights |  |
| 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 | “I know how much I sent over already, these a lot of that. A lot of being able to see what both are doing, and I see the point of it, its just a lot. So its not a negative thing but maybe variety? In some way?” |
| Common themes and insights | Variety |
| 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 | “I haven’t ever used the tap thing with the I watch, but I can assume its just like a credit card?” “Font is still tiny” |
| Common themes and insights | 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 | Very easy – did have to click around though but its good, I like the new colours – breaks up the constant use of the gradient” |
| Common themes and insights |  |
| 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 | Just seems like a lot of data but I don’t mind it, I want to be able to monitor, and I like how it tracks what im doing so I don’t have to do it” |
| Common themes and insights |  |
| 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 | “Process makes sense, I like the quick facts of your activity on the side, and how you can view the iwatch” |
| Common themes and insights |  |
| Suggested solutions |  |

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 | Same as before – obviously in the real world the device wont just magically go down but I understand the process” |
| Common themes and insights | Real life.  Mockup. |
| 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 | “Yeah same as before, neutrual I guess |
| Common themes and insights | Emotion. |
| 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 | It does, it does it though limiting and increasing awareness that you are spending money and you cant spend anymore. |
| Does the product reduce stress? |  |  |
| Does this product empower you to re-evaluate their choices? | yes | I don’t know if data would empower me, but I would assume the constant awareness of what im spending would. |
| Does the product allow for a personalised experience? | yes | Yeah you use names, you have your own goals. Its 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 |
| Does this product allow gamblers to identify when they have a problem? | Yes | I would assume so, I just don’t know when or what time they would – if it’s the fact they have to use it or when they get the goals. So weather or not the application does it, I don’t know. |
| Would you use this product to minimise gambling related harm? | yes | Yes – just like how it deters, goals and information of your activity. |
| Do you believe this product is viable? Would you ever contemplate use it? | Maybe | I would give it a go, I don’t know if I would stick to 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.