*M.E.H*

*Time of the activity: 23 oct Date of the activity:*

*Usability testing*

Name of the participant: Nicola Gorton

**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 | “Really simple. Nothing new” |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “I like the use of colour with the logo and the button, I think that’s nice. I don’t know what that line – or line is maybe have ‘or’ above or bellow”  I like ur implementation of terms and conditions |
| Common themes and insights | Minor  Terms and conditions – good. |
| Suggested solutions |  |

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 | “Couldn’t pick the other option” |
| Success rate | (0 – 1 – 2 – 3 – 4 – 5) |
| Success comments |  |
| User satisfaction | (0 – 1 – 2 – 3 – 4 – 5)  Comments: |
| General comments | “I like the design, but I not being able to go back – is that something that will be in the final or is it just a temporary thing?”  “I don’t like the spacing with the words on the name part – spread it out more” |
| Common themes and insights | Mock up error (again). |
| Suggested solutions | Fix the mockup nav. |

\*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.

|  |  |
| --- | --- |
| 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 annoyed them |
| General comments | “the colour is good at directing me – I don’t like the icon on the acivity button though”  “I like the added safety information”  “The use of the process thing for the transfer is also good, but if I was an old user then it woud piss me off, but I like how you can save it” |
| Common themes and insights |  |
| Suggested solutions | Look into the icon. |

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.

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: |
| General comments | “Messaging was easy to find, very simple – I like how you implement my feedback of suggesred messages – works well.” |
| Common themes and insights | Suggested messages  Cocreation. |
| 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 | “Maybe have variety in the font, because it’s all seeming the same, and I keep forgetting there are words on the screen, the colour is good though, my eyes automatically draw to it but it’s a lot of the same colour too.” |
| Common themes and insights | Variety in design.  Words. |
| Suggested solutions | Play around with the colour and font. |

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:  Font |
| General comments | “I like the use of the code – it make it more simple and forces both the family and user to be in the same room”.  “Fonts a little hard to read and I don’t like the circles” |
| Common themes and insights | Font |
| Suggested solutions | Improve font. |

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:  messy |
| General comments | “The incoming transfer is messy but the graph is nice – I think its messy because its just a lot of things for such a small device?” |
| Common themes and insights | Messy UI – too much colour, and ‘things’ |
| Suggested solutions | Fix that UI |

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 | “ The screen is too small to have that much scrolly – select amount you want out type thing – however I do like how you can select how much you want out, rather then typing it” |
| Common themes and insights | Size of display. |
| 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 | “Really easy, I like compared to the first iteration the colour directs me, it also just looks better and more aesthetic. I also like how theres written as well as a visual display” |
| Common themes and insights | colour |
| 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 | “I cant really its so bloody small” “I do like how they can send you stuff, but I guess theres no point sending it back screens to small to send stuff anyway – it kinda gets the user into a one way conversation where they can aruge back, I like it. I can imagine someone trying to be like “who cares fuck off” but its good it doesn’t let that happen” |
| Common themes and insights | font |
| Suggested solutions |  |

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 | “Black background on the black watch is abit disappearing but I like the colours and the content. The three colours are great” |
| Common themes and insights | Colour |
| 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 | “Simple – layout is nice, still worried about the font but the design is stil good” – Nicola   * Maybe play with colour abit here? |
| Common themes and insights | Colour and font |
| 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 | “I like how you implemented the lock this time around, the first time it was very sudden and you didn’t know it was going to happen, this one seems like more of a lead up – at every step in the process you are almost warned that this is all you are getting” |
| Common themes and insights | Awareness |
| 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 the family reg one”  exect I just noticed the icons – maybe change the icon for password and email – both are the same |
| 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 | “Looks very profeshional – just add what I said before here I guess” - Nicola |
| 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 | “I like how the wearable and the app kind of guide you to which once your meant to look at – very nice” |
| 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 | “I like the question marks – I didnt notice them before but I like that” |
| Common themes and insights | Information |
| 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 | “I like the use of colour and the two circles very professional – I also really like how you implemented my goal feedback” - The way the circles loose their colour once they had been set up I love that. |
| 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 | “Same as the other one, its good I can visibly see it all the time. I like it” |
| Common themes and insights | Visibility of system status |
| 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 | “I like it, same as before |
| 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 | “Yep all makes sense – both show what the other one is doing kind of so I don’t really have to look at both” |
| Common themes and insights |  |
| 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 | Its easy – the screens are still very small – but its simple  Id have to get used to knowing which dot means which function. |
| Common themes and insights | Font  Learnability |
| 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 | “Simple I found it before, I like the goals, how it uses the graph it works – the consisteny with the graph is nice” |
| 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 | I really like the implementation of the daily weekly and monthly, it reminds me more of the fitbit, I understand the organge but I don’t understand the green – there aren’t any other places that I have seen that green so it doesn’t make a lot of sence” |
| Common themes and insights |  |
| Suggested solutions | Variety of colour – use of green didn’t make sense. |

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 | “I like it, it looks very professional, the further activity section looks abit cluttered, maybe have a better list formate or something?” |
| Common themes and insights | Messy |
| Suggested solutions | Fix the aesthetic |

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 | “Its good, the over all process is good” “The actual process of doing this would be different but yu would need an actual product to do that I guess” |
| Common themes and insights |  |
| Suggested solutions | Mock up |

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 | Well now that the self regulation function is there, peope should feel less emotional, I remember in the first round it was very stressful but now its like “well I put my self up to this, I should be fine with it” |
| Common themes and insights |  |
| 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 | I can assume it wil deter, but it will empower more. With the goals – empower them to deter themselves. |
| Does the product reduce stress? |  |  |
| Does this product empower you to re-evaluate their choices? | Yes | It empowers and deters, mostly through goals. |
| Does the product allow for a personalised experience? | Yes | Very much personalised, a big improvement from when you first tested with me |
| 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 | Yep its very easy, very clear, more navigational development, the mockup and going back wards, a lot of the buttons don’t work. |
| Does this product allow gamblers to identify when they have a problem? | Yes | Through goals, if they exceed them. I think the goals are really effective. |
| Would you use this product to minimise gambling related harm? | Yes | By the limiting, I think this is where the 24 hour lock works really well. To minimise the harm of the ‘excessivness’ |
| Do you believe this product is viable? Would you ever contemplate use it? | Yes | The first time I used it, when it was just self, god no. But now I would feel more in control, less submissive. I would use this, not for gambling but for shopping. |

**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.