BETS AND BLUE JAYS

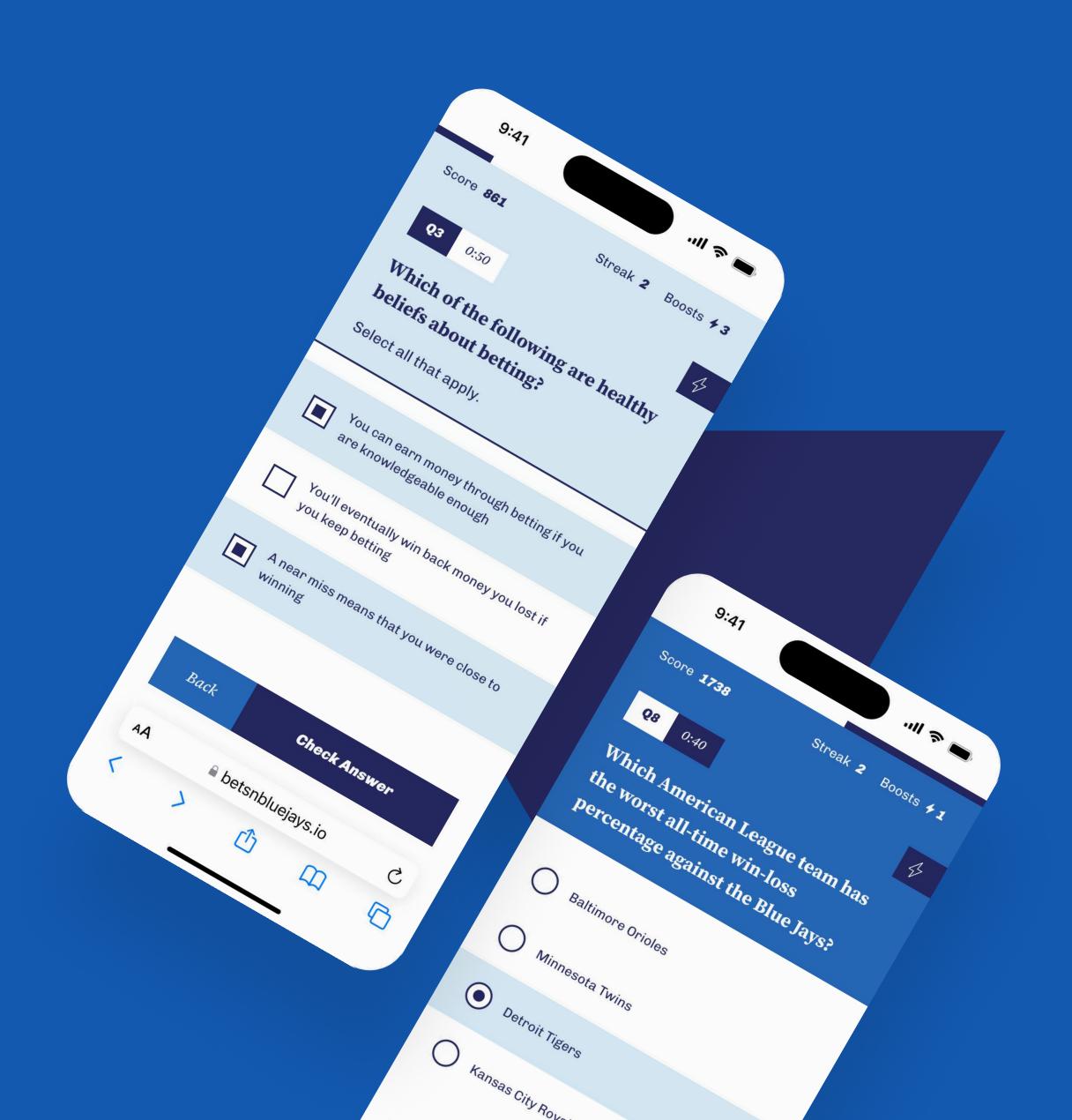
Cultivating Responsible Betting Awareness Among Young Adults

Justin Chiu

30-WEEK UNDERGRADUATE THESIS PROJECT



TRY THE FINAL PRODUCT!



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DESIGN + DEV BETS AND BLUE JAYS 03 **IDEATION** CONCLUSION **RESEARCH** A RESEARCH

BETS AND BLUE JAYS 04 RESEARCH — IDEATION — DESIGN + DEV — CONCLUSION

Ontario legalized single-game and live sports betting in April 2022.

How does the legalization of sports betting impact the *prevalence* of gambling problems?

How can we help sports bettors avoid gambling problems?

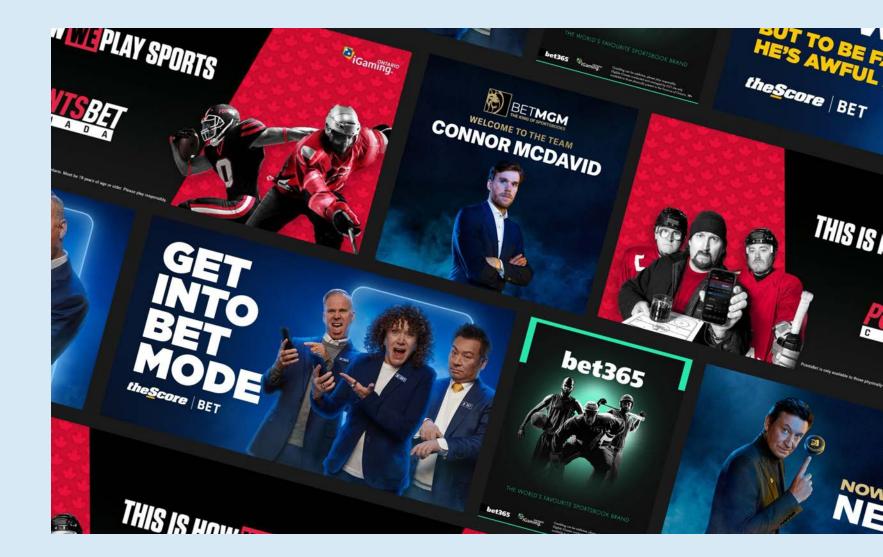


Image from The Globe and Mail

A review of existing literature and solutions

25+ research papers, 7+ news articles, 15+ other sources





























Defining the problem

The legalization of sports betting puts **young adults** at risk of betting-related harms due to inexperience, risk-taking behaviour, and unhealthy gambling beliefs

- Risk factors for gambling problems include being young, male, single and/or Asian
- Live betting, sportsbook advertising, and app mechanisms for adding funds were key concerns
- Low awareness of responsible gambling tools such as time/money limits, self-exclusion
- Stigma and shame prevent bettors from seeking help

Target users



Jason, sports bettor

- 26 years old, single, family emigrated from Taiwan in 2004
- Bachelor's degree and stable job as back-end developer for Canadian Tire
- Was introduced to betting by work colleague who also plays fantasy baseball
- Meets up with friends at sports bar to watch games and ends up placing multiple spontaneous live bets of \$3-5
- Places spread bets of \$5-10 on NHL or MLB games while riding the TTC home from work once a week



Tim, potential bettor

- 20 years old, Canadian-born son of Indian immigrants
- In his sophomore year at York University for a BBA
- Watches illegal streams of the Blue Jays or Raptors two times a week and follows baseball content on Twitter
- Has never wagered through a online sportsbook, but bet \$30 on the MLB AL Wild Card game with a friend last year
- His cousin encouraged him to sign up for FanDuel once he turns 19

These personas are derived from existing research on the sports bettors and risk factors for sports betting-related problem gambling. See <u>Appendix: Empathy Maps</u>.

BETS AND BLUE JAYS 08 RESEARCH _____ IDEATION ____ DESIGN + DEV ____ CONCLUSION



IDEATION

A review of existing solutions

Issues with existing solutions

- Minimal uptake of responsible gambling tools not seen as necessary and fail to resonate
- Stigma of using responsible gambling tools
- Most solutions targeted to moderate- and high-risk gamblers, few preventative tools for low-risk gamblers
- Lack of gamification

Goals for new solutions

- Need to communicate relevance and benefits to user
- Use approachable language instead of negative or technical terms, e.g. "problem gambler"
- Promote understanding on key topics how games work, erroneous beliefs, safer gambling tips, gambling harms, why you gamble, how much you spend

Existing solutions

Advertising campaign x5



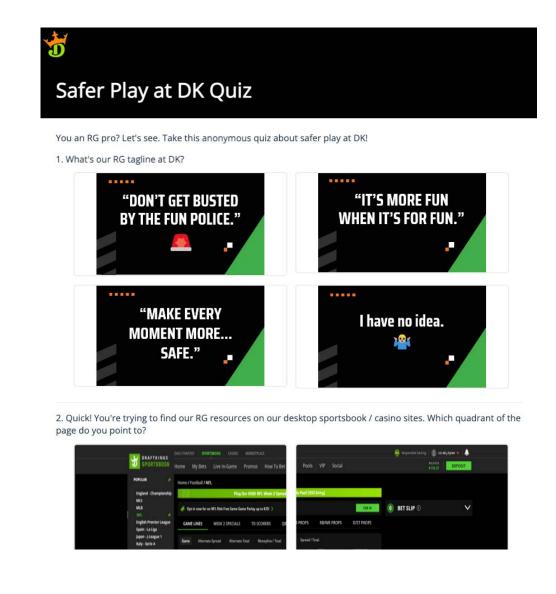
Audio/video x4



Mina's story

"I try and set myself limits to keep it under control. You can sit there and say you're in control – but sometimes you're not. Having a spend calculator is really helpful....it visually shows how much you're spending. You can't ignore it."

Quiz/screening x6



Informative website x5



For the majority of adults, gambling can be a fun and entertaining experience, but there are risks involved. It is critical to know the risks and have a plan before you begin gambling.

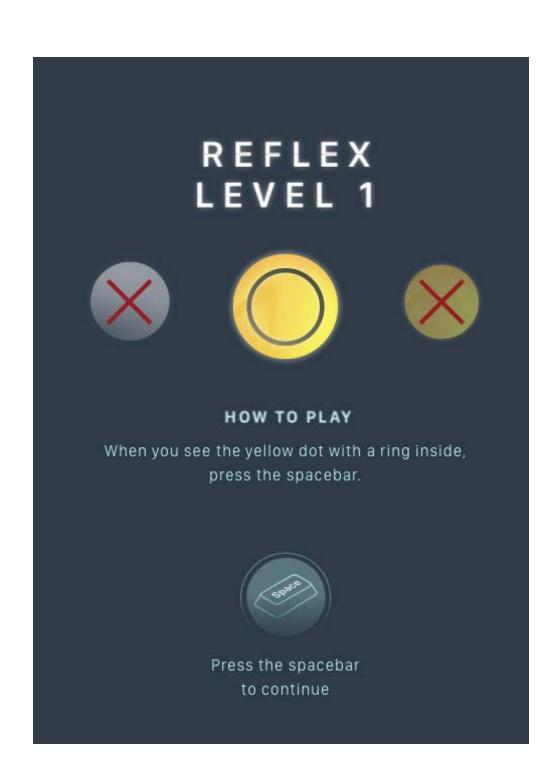


Left to right: National Gambling Treatment Service, BeGambleAware, Safer Play at DraftKings, ResponsiblePlay.org. See <u>Appendix: All Existing Solutions</u>

Existing solutions: gamification

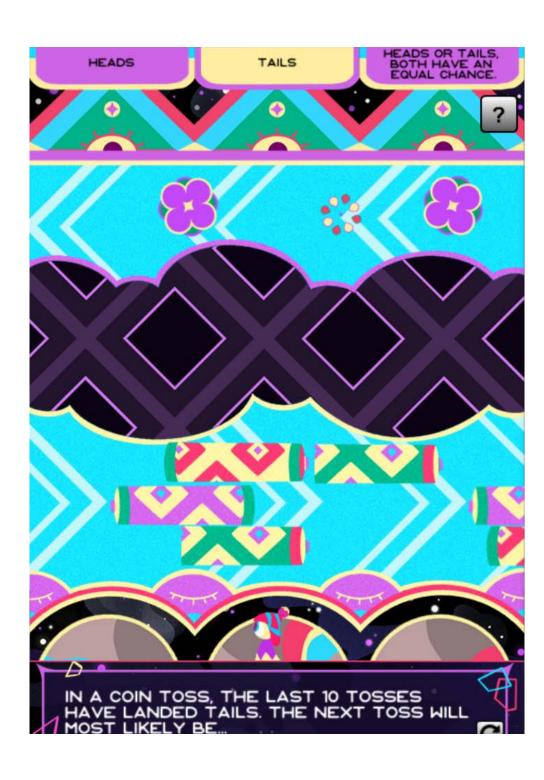
Check Your (Re)flex (RGC)

Online game and contest



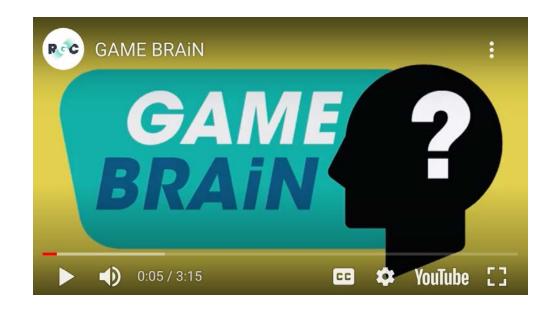
House of Wisdoms (RGC)

Online mobile game



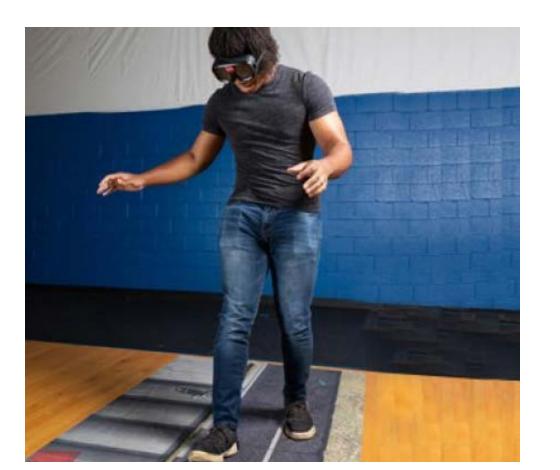
GAME BRAIN (RGC)

Live game show



Fatal Vision® Goggles

Workshop and experiential activation





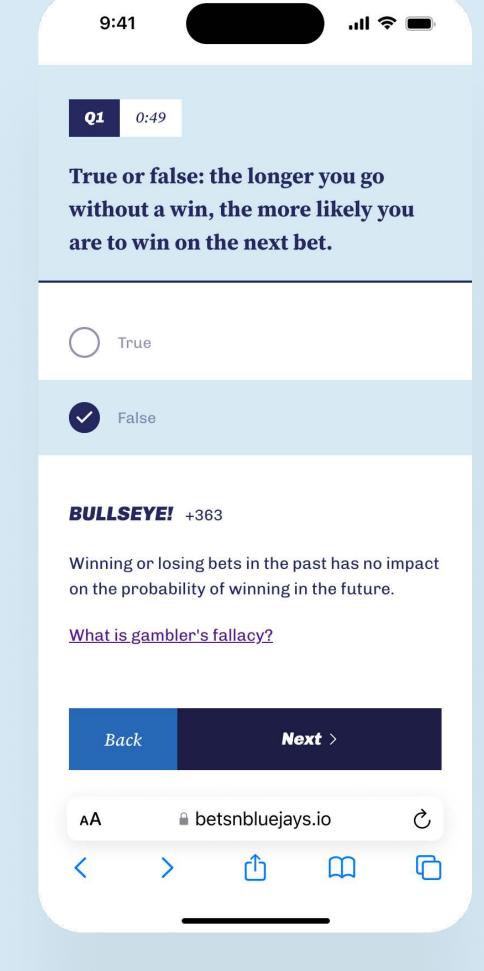
The most notable aspect of RGC's initiatives was the gamification of responsible gambling education, which was highlighted in their May 2022 report on digital tools.

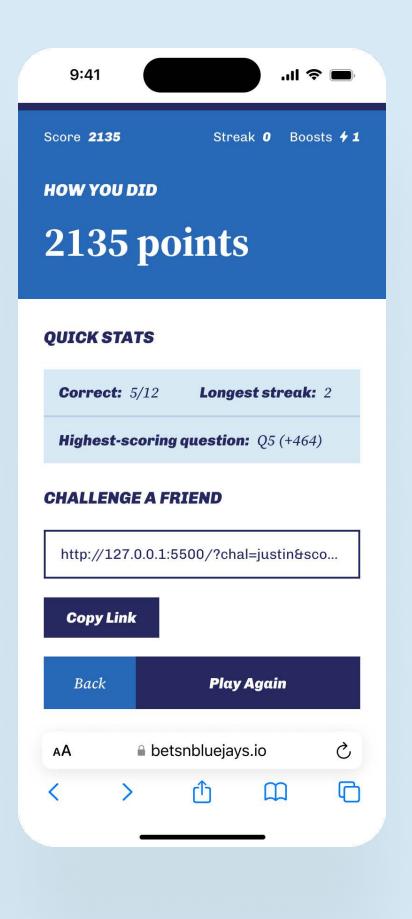
The solution

A responsible betting quiz challenge*

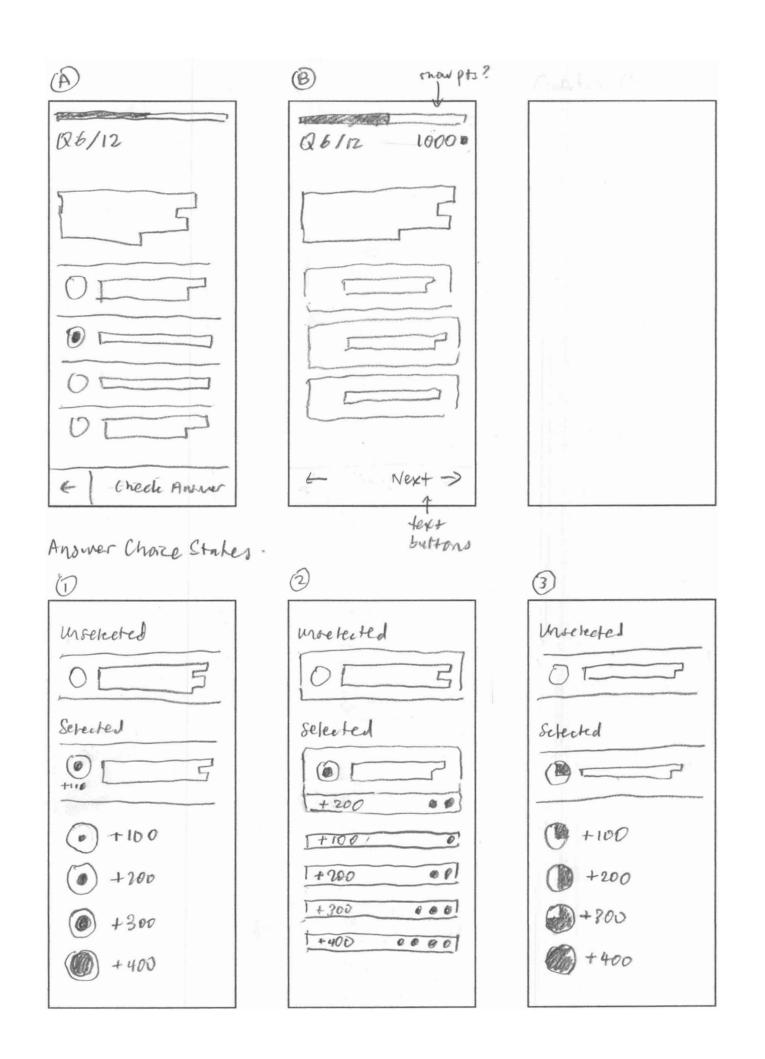
A **sports trivia** quiz challenge with Blue Jays questions and responsible betting questions

- Blue Jays trivia questions
- Compete with friends through personalized link
- Explanations for answers and links to learn more
- Power-ups and point bonuses

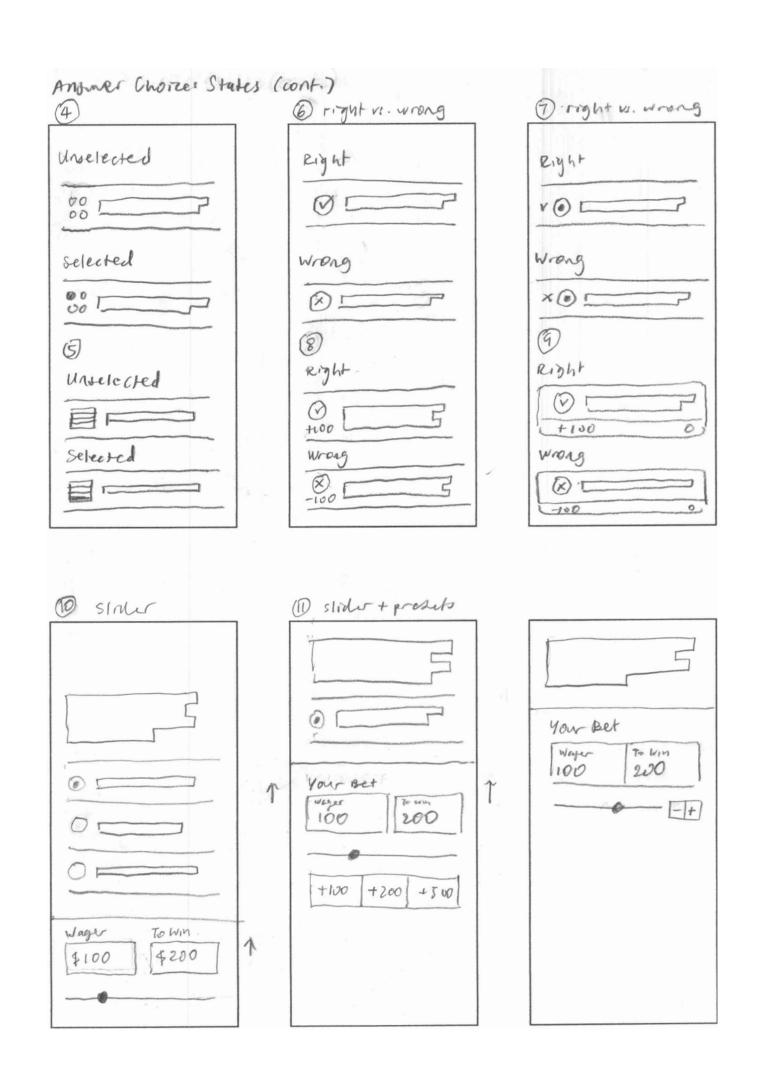


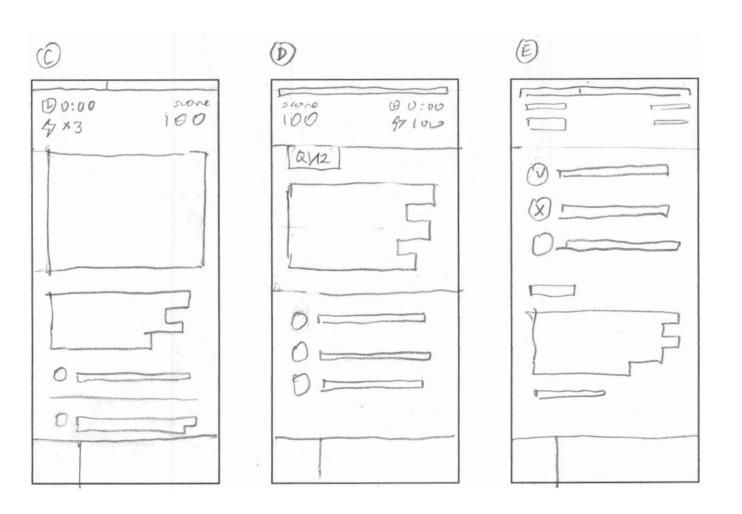


*Researchers I interviewed pointed out that people who don't bet (yet) or think they're responsible would see no reason to do the quiz, necessitating some other value add.



RESEARCH





I was trying to solve three problems through sketching: how to fit all the content—plus a potential visual—above the fold, how the quiz would indicate right and wrong answers without cluttering the screen, and how to incorporate betting power-ups into the quiz (featured later scrapped, see p.16).

I wanted to fit all the content in the screen height to keep the scrolling and pop-ups to a minimum, eliminating unnecessary user interactions.

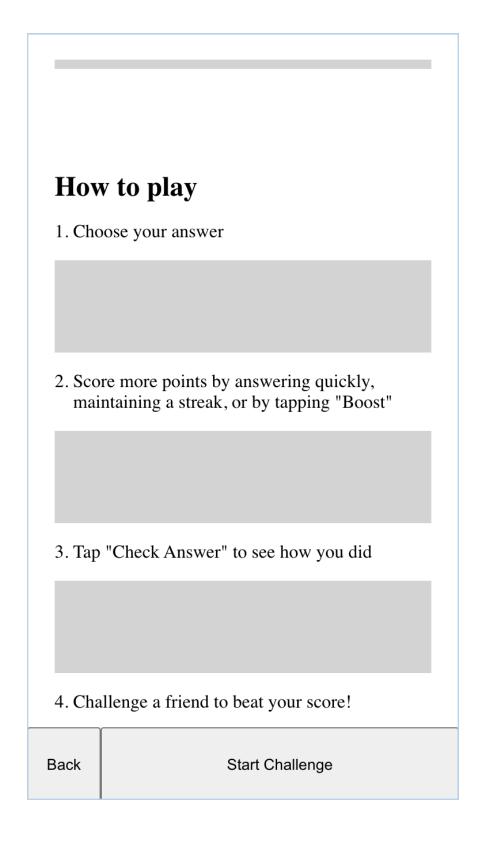
Wireframes A-B: question screens
Wireframes 1-3: answer states, points boost

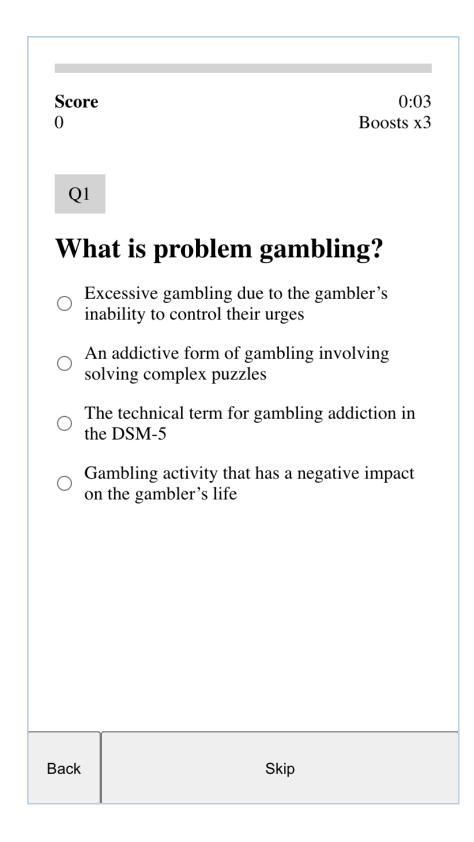
Wireframes 4-9: points boost, right/wrong states
Wireframes 10, 11: bet on your answers

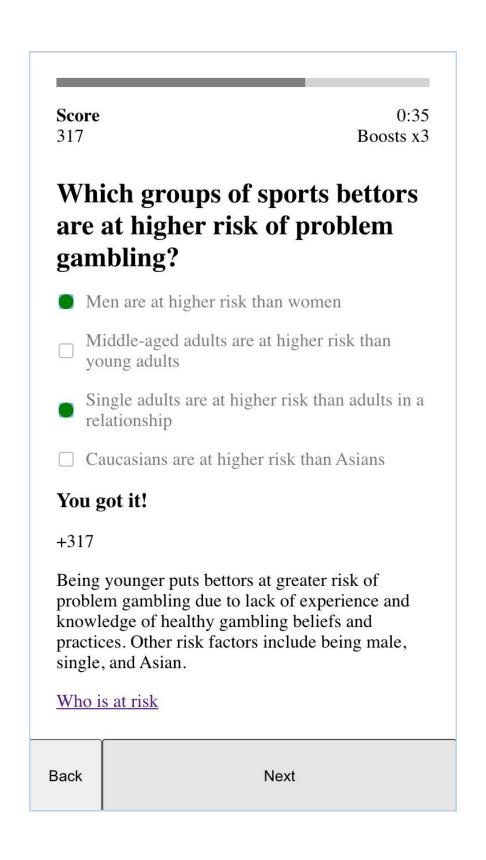
Wireframes C-E: question screens

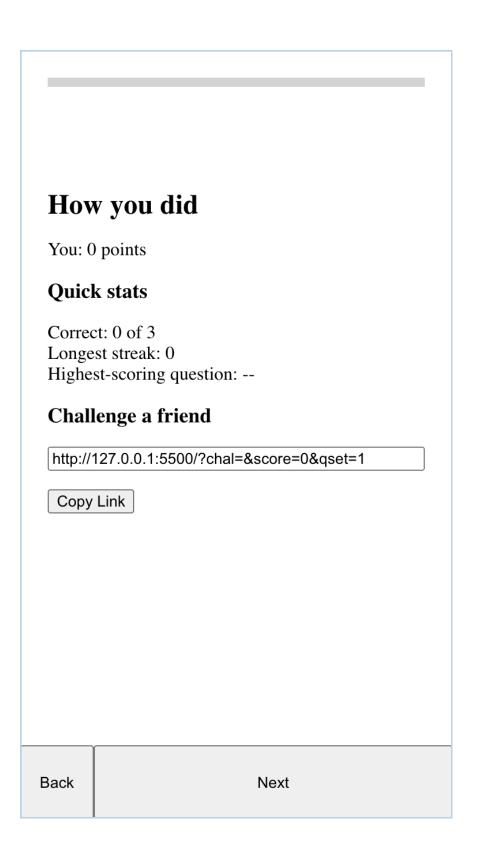


Low-fidelity prototype HTML, CSS, JavaScript









Instead of creating wireframes in Figma, I to decided to go straight from hand-drawn sketches to HTML/CSS because the UI was fairly straightforward and repetitive.

This decision saved me time, allowing me to get ahead in the development of the product and test many features of the quiz earlier than anticipated.

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RESEARCH

IDEATION

DESIGN + DEV

User test #1 testing questions on Kahoot

- Questions with negatives (e.g. "NOT") were confusing
- Quiz should explain why answer is correct
- True or false questions may be engaging
- Ideas for fun features include player avatars, King-of-the-Hill-style competition, quiz soundtrack

User test #2 low-fidelity

- Nav buttons covered by keyboard and other OS controls
- Instruct players on whether to select one or multiple answers

Interviews two gambling researchers

- Include sports trivia so that the quiz has a broader appeal
- People will not try the quiz if they don't gamble or think they are responsible gamblers
- Simulated betting feature exposes people to betting, normalizes gambling and encourages risk-taking
- Focus questions on responsible gambling behaviour

User test #3 high-fidelity

- Players expected something to happen when tapping "Set Nickname"
- Players may miss text elements when many text elements appear at the same time

Mid-fidelity question screens

v2

Score
20 000

Roosts x3

Q12
2:00

It is easy to develop to gambling problem from live betting. Which of the following is NOT one of the reasons why?

Staking more money than you can afford to lose is alright because you won't lose all of it

Staking more money than you can afford to lose is alright because you won't lose

v7

It is easy to develop to gambling problem from live betting. Which of the following is NOT one of the reasons why?

Staking more money than you can afford to lose is alright because you won't lose all of it

Staking more money than you can afford to lose is alright because you won't lose

Staking more money than you can afford to lose is alright because you won't lose

Back

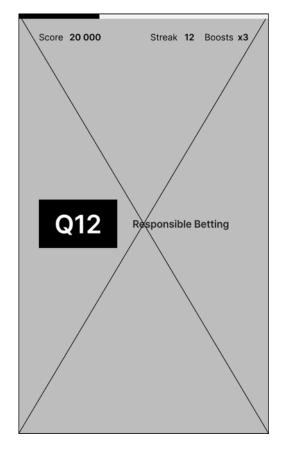
Skip

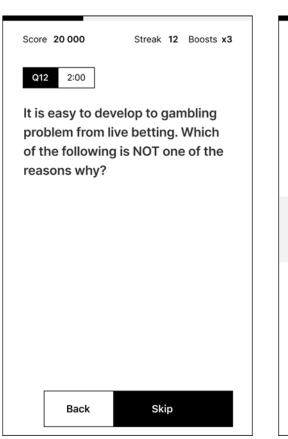
v10

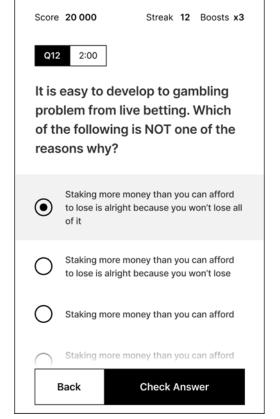
Score	20 000 Streak 12 Boosts x3						
Q1	2 2:00						
It is easy to develop to gambling problem from live betting. Which of the following is NOT one of the reasons why?							
0	Staking more money than you can afford to lose is alright because you won't lose all of it						
0	Staking more money than you can afford to lose is alright because you won't lose						
0	Staking more money than you can afford						
0	Staking more money than you can afford to lose is alright because you won't lose						
E	Back Skip						

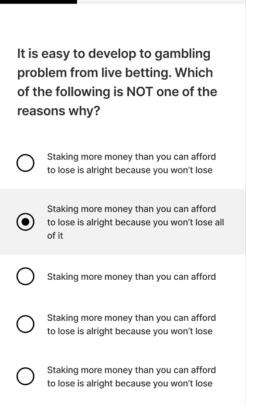
After testing the plain-text prototype, I started experimenting in Figma with the UI design, making improvements based on users' feedback and insights.

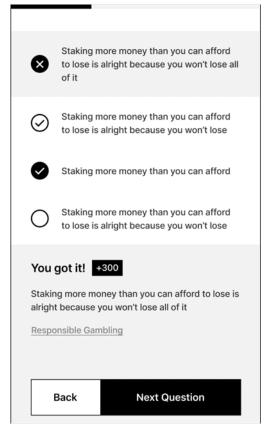
v12 – all states

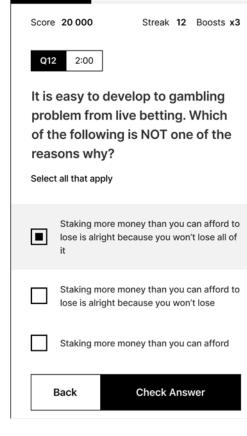


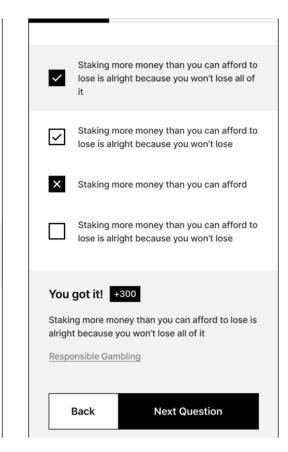


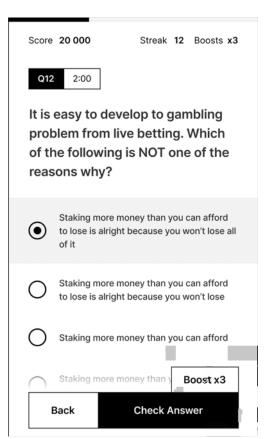




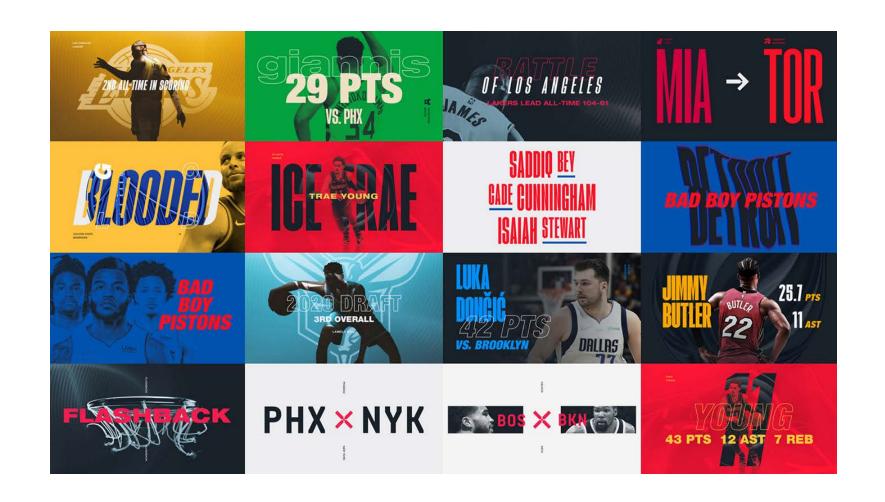


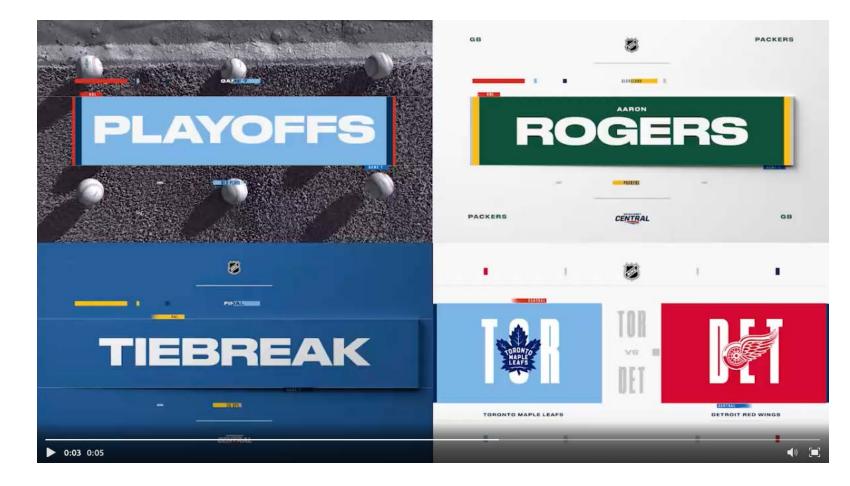


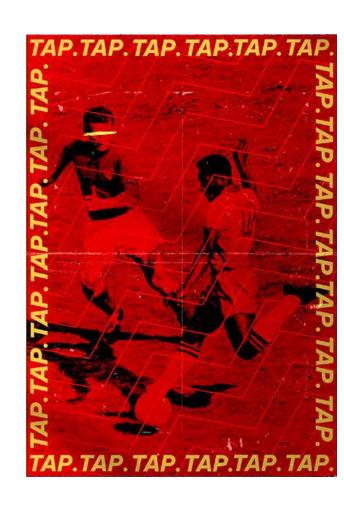


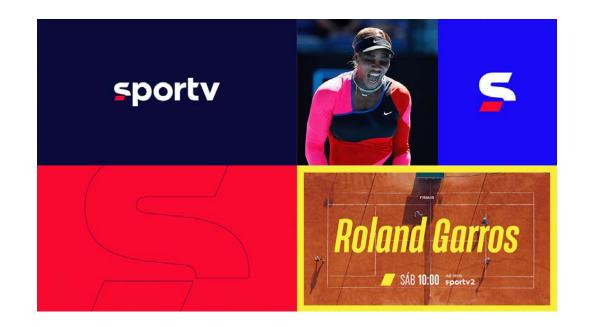


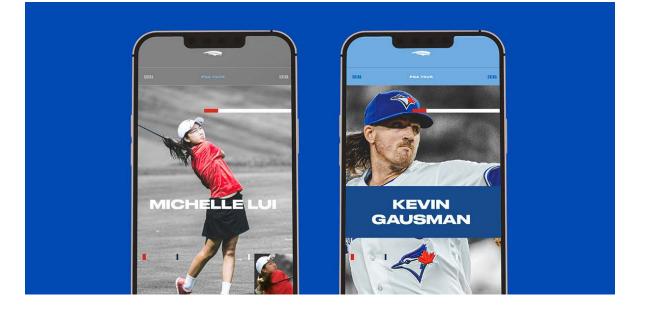
Visual references













For the visual design of the quiz, I wanted an aesthetic that would be recognizable to sports fans and be mentally associated with other sport-related digital products.

Typography

Chivo Bold Italic 48–64pt –0.01em All Caps QUIZ TITLE

Source Serif 4 Bold 20 pt

Quiz question text

Chivo Bold Italic 18 pt All Caps

SUBHEADING

Chivo Regular 14–16 pt –0.005em

Paragraph text large Paragraph text medium Paragraph text small

Chivo Bold Italic 14–16 pt All Caps **BOLD TEXT**

Source Serif 4
Medium Italic
14–16 pt

Italics Text and Numbers 1234567890

After testing with six open-source headline typefaces, I chose Chivo Bold Italic as it is reminiscent of many sports and sports betting brands, starting with the famous sports magazine *Sports Illustrated* (SI). Other sports brands that use thick, tightly-tracked type include TheScore, ESPN, Sportsnet, bet365, bwin, and Betway.

To differentiate the design of my quiz from these brands, I paired Chivo with Source Serif 4 to add a sense of refinement to the aesthetic. Source Serif 4 and Chivo Bold Italic have similar skew angle so they can be used on the same line.

See Appendix: Type Experimentation.

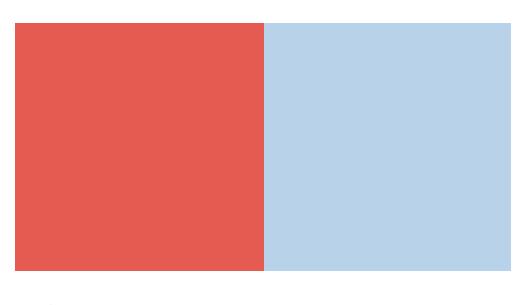
Colours

Primary



Cobalt RGB 39 104 184 #2768B8 Deep Indigo RGB 38 40 96 #262860

Secondary



Red Overcast
RGB 229 90 81 RGB 183 210 233
#E55A51 #B7D2E9

Deck Paint RGB 214 233 244 #D6E9F4

White RGB 255 255 255 #FFFFFF

Colour Contrast

AAA AA	AAA AAA
AAA AAA	AAA AAA

Since the Blue Jays was the topic of the quiz, I incorporated a blue ("Cobalt") and a red similar to their brand colours. To put a spin on it, I introduced a deep indigo colour and two light blues, one which functions as a background colour ("Deck Paint") and another as a text accent on dark backgrounds ("Overcast").

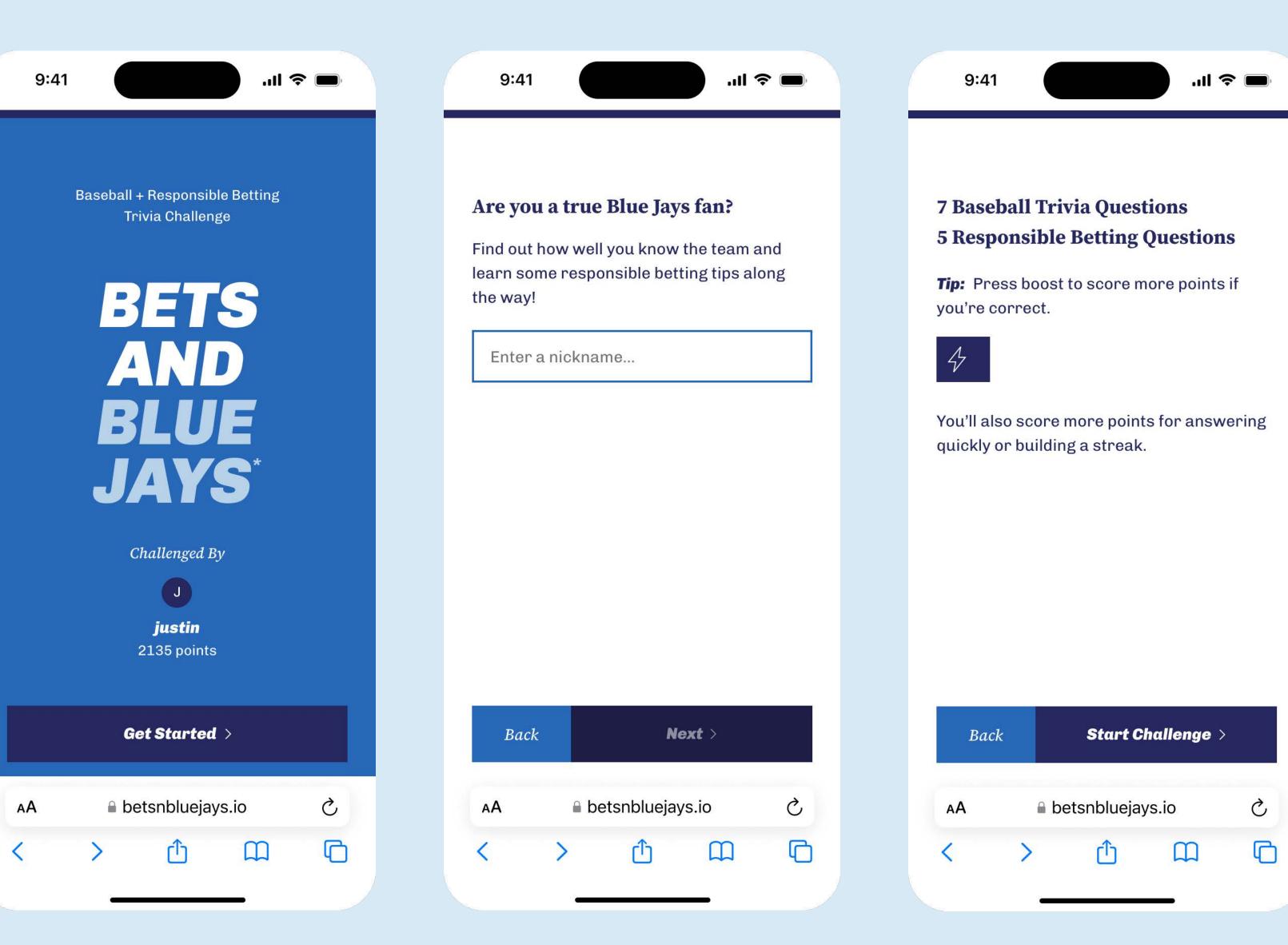
All the colour combinations I use in the quiz meet the WCAG's AA colour contrast standard at minimum.

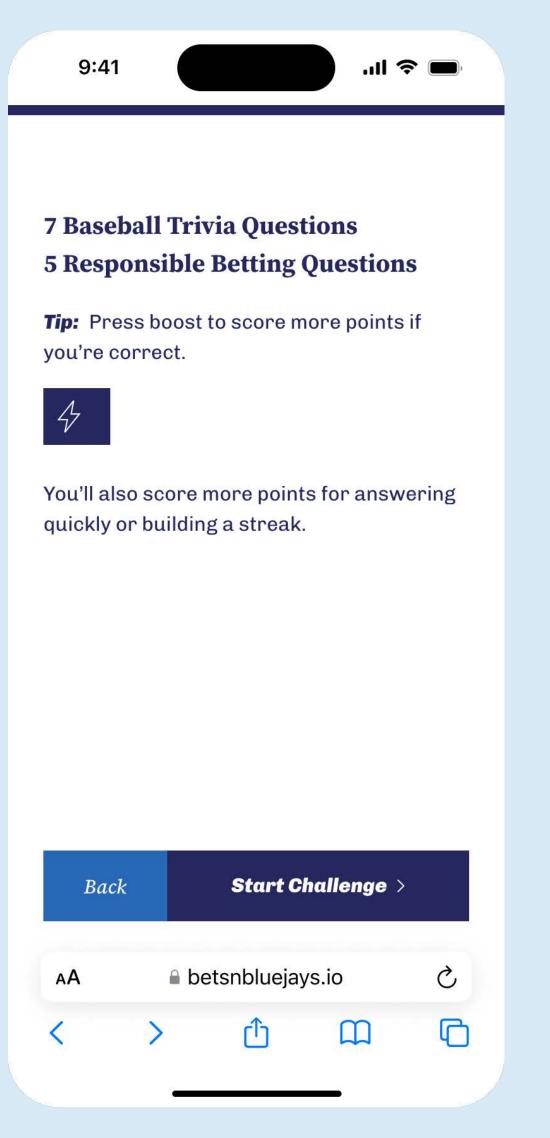
See Appendix: Colour Experimentation.

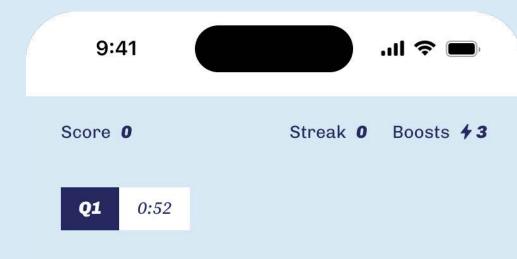
BETS AND BLUE JAYS 21 DESIGN + DEV CONCLUSION RESEARCH IDEATION G GATORADE G CONGLUSION

Minnesota Twins

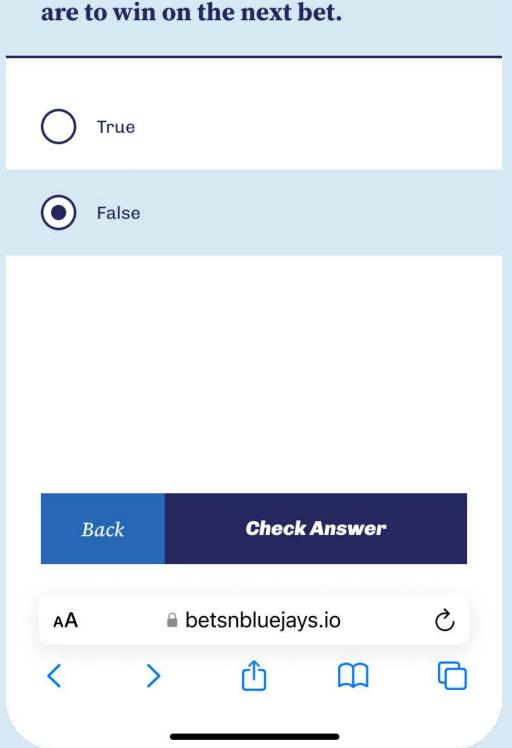


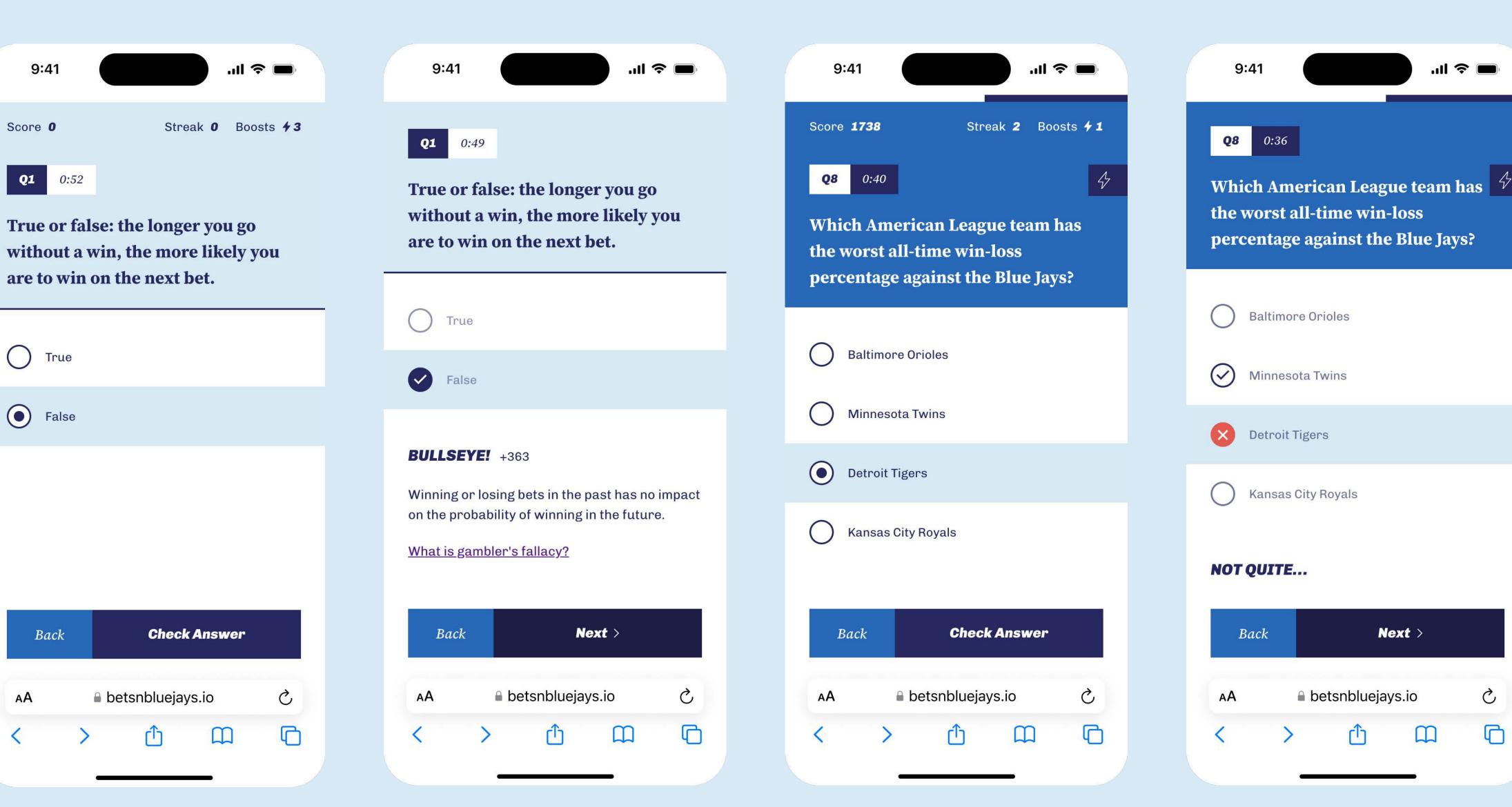


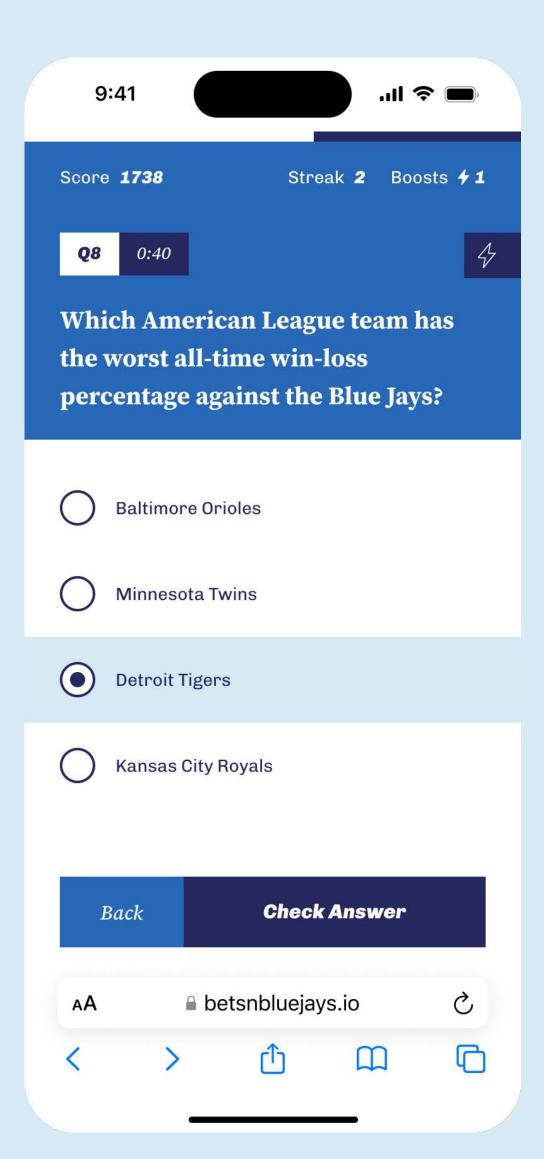


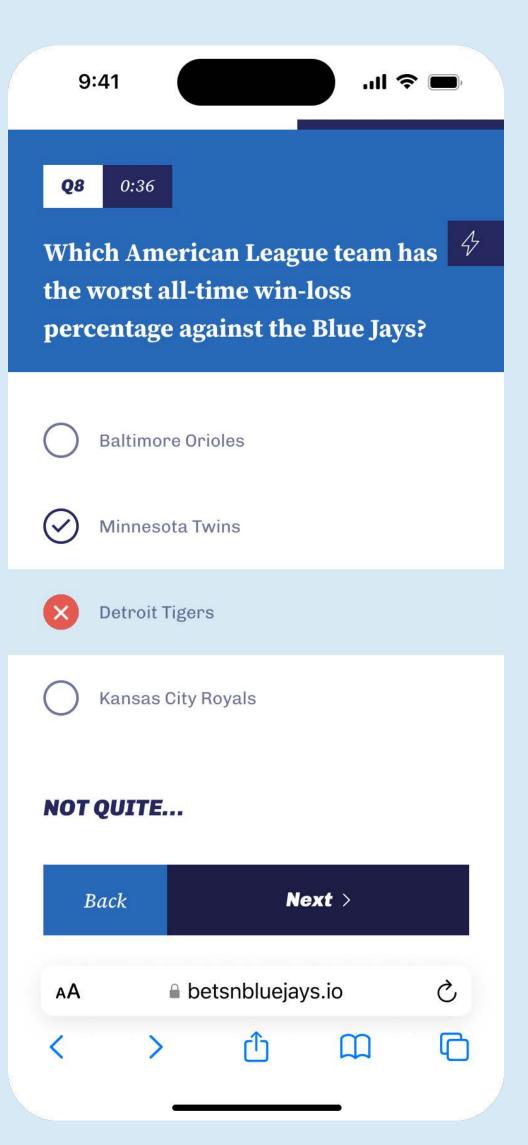


True or false: the longer you go without a win, the more likely you are to win on the next bet.

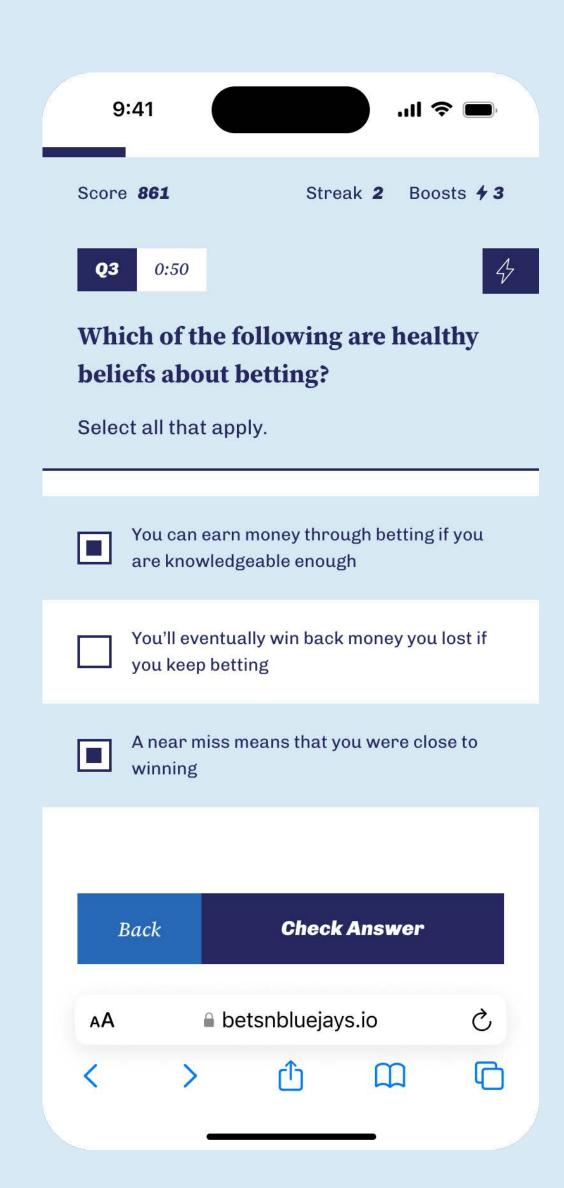


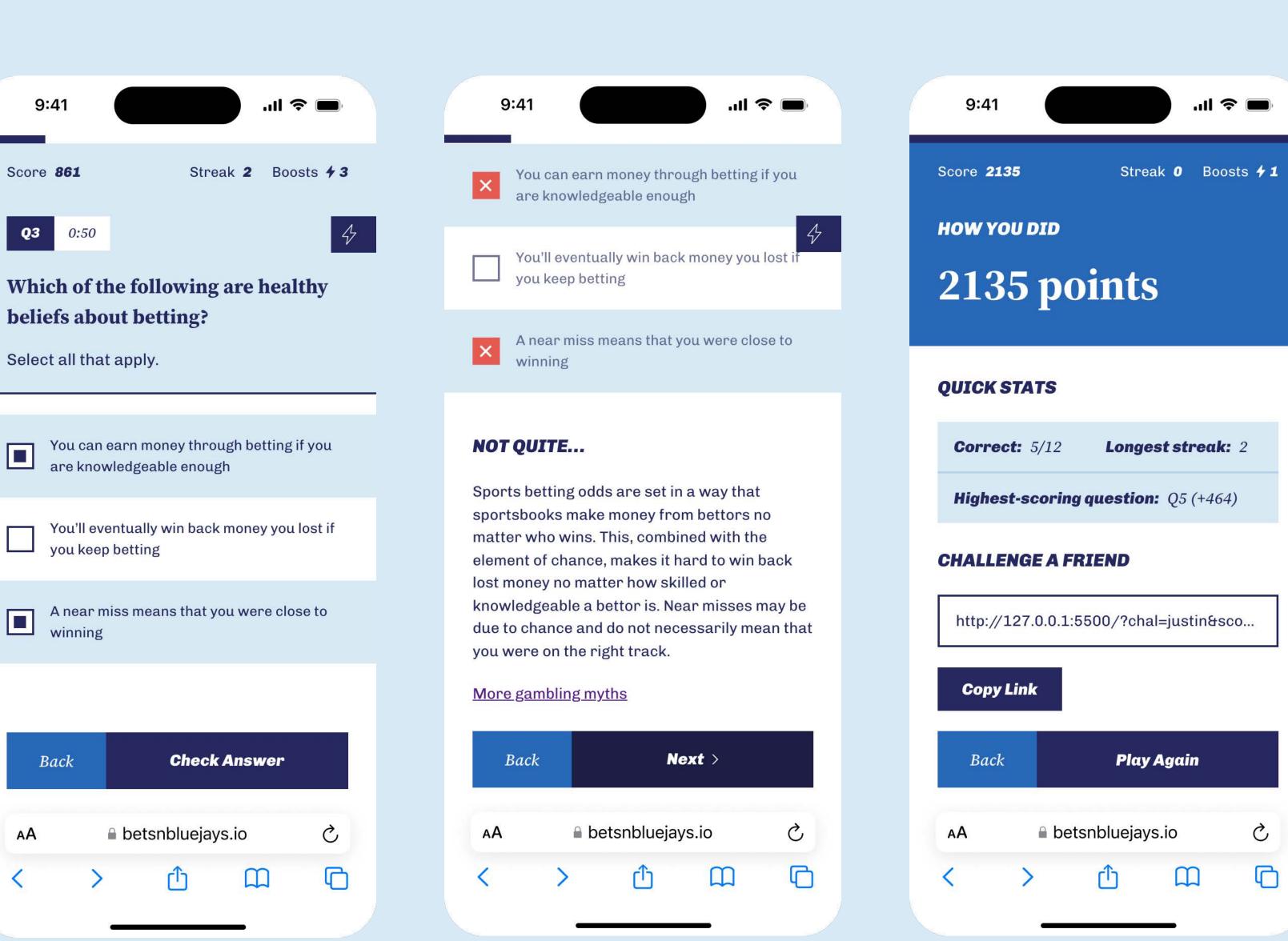


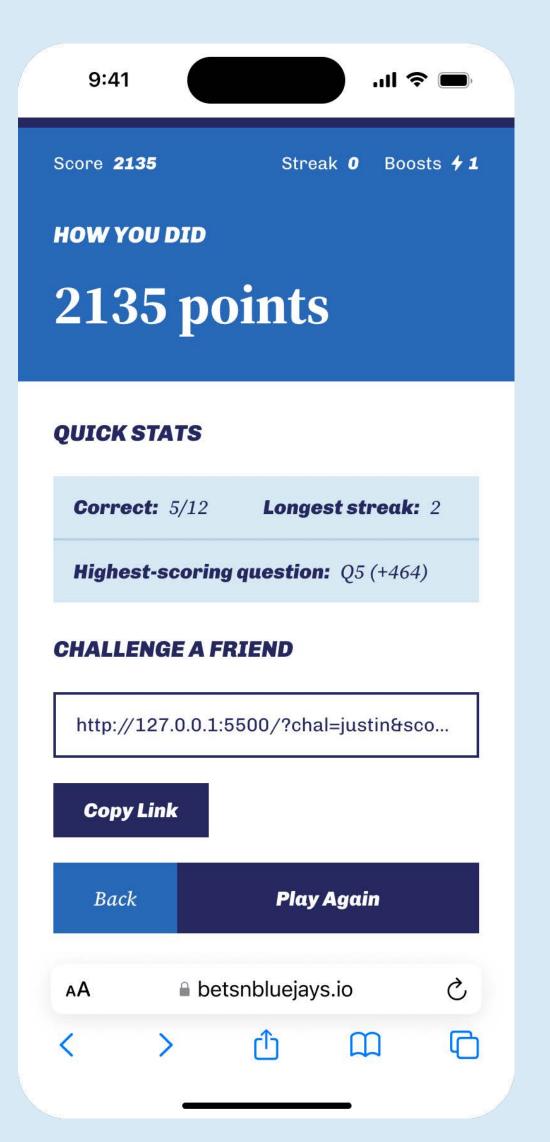




RESEARCH







DESIGN + DEV

BETS AND BLUE JAYS 26 RESEARCH — IDEATION — DESIGN + DEV — CONCLUSION

Future improvements

Increasing engagement

- Add baseball images and illustrations
- Allow player to personalize an avatar or jersey number
- Animated visual effects when answer is right for positive reinforcement

Increasing usability

- Allow users to save place in quiz using URL
- See a breakdown of the score calculation
- Time warnings

Increasing efficacy

- Implement privacy policy and back-end data collection to track performance on questions
- Obfuscate question/answer data to deter cheating

Lessons learned

- The best solution isn't always the most flashy or novel, but consider carefully before reinventing the wheel
- While time-consuming, building and testing with the most realistic prototypes possible will allow you to detect more issues earlier in the process

Next time

- Implement back-end to handle friend nomination, group competition, and data collection at the beginning
- Fork an existing trivia quiz API on GitHub instead of coding it yourself
- Design and prototype with more visuals in mind

Thank you!

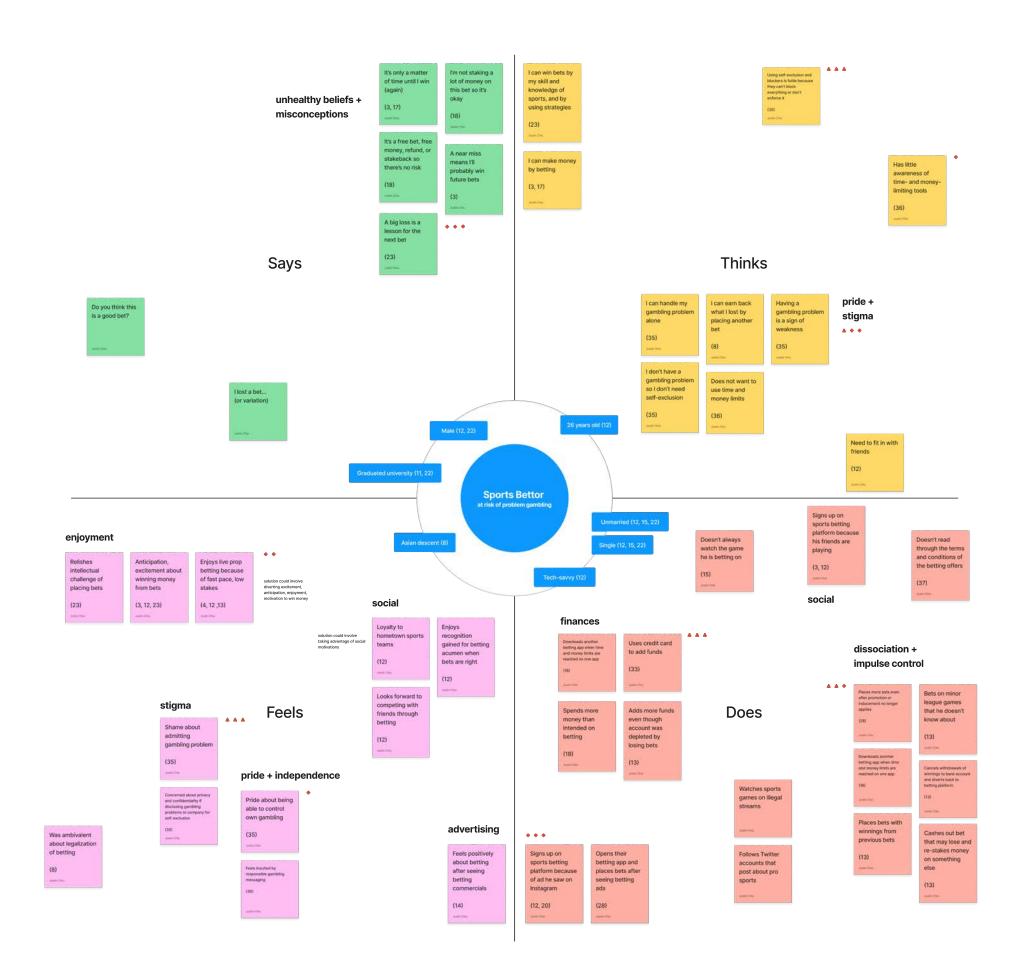
Live site: justin-chiu.github.io/ontario-sports-betting

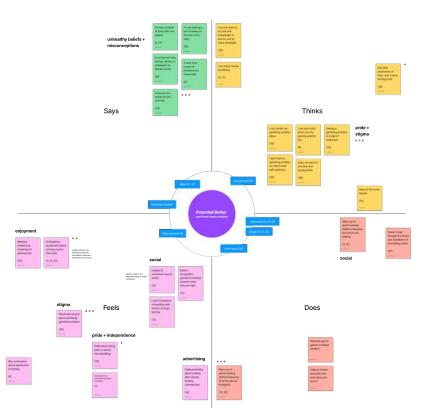
GitHub: github.com/justin-chiu/ontario-sports-betting





APPENDIX





Based on IBM's Enterprise Design Thinking Toolkit, I created an empathy map for the target user. Each insight has a numbered citation which corresponds to a source in my secondary research, ensuring that I'm not making up any of my insights. I then clustered the insights by theme and labeled them with red dots, which indicate how much pain the user experiences or how severe the problem is. From there, I derived problem statements that I could design solutions for. See Appendix: Other Design Problems.

Originally, I created an empathy map for a sports bettor at risk of problem gambling (left). However, as my project developed, I realized the need to include potential bettors, who may not be legally old enough to bet. However, based on my research, potential bettors have many of the same experiences as active bettors, minus experiences directly betting on sports.

Votes by classmates, instructors, industry professionals

Topic	Existing Solutions	Finances, Dissociation, Impulse Control	Stigma, Pride, and Independence	Stigma, Pride, and Independence	Stigma, Pride, and Independence	Dissociation, Impulse Control	Advertising	Unhealthy Beliefs and Misconceptions	Enjoyment
Justin Chiu	Justin Chiu	Justin Chiu	Justin Chiu	Justin Chiu	Justin Chiu	Justin Chiu	Justin Chiu	Justin Chiu	Justin Chiu
Problem Justin Chiu	Some bettors find self- exclusion and blocking mechanisms ineffective because they have limited scopes and weak enforcement. Justin Chiu	Bettors often end up spending more on betting than they intended to because of easy access to additional funds, dissociative states, and weak controls. Justin Chiu	Some bettors avoid seeking professional help or disclosing their gambling problems because of stigma, pride, and sense of independence.	Some bettors avoid seeking professional help or disclosing their gambling problems because of stigma, pride, and sense of independence. Justin Chiu	Some bettors avoid seeking professional help or disclosing their gambling problems because of stigma, pride, and sense of independence. Justin Chiu	Bettors may enter a dissociative state that causes them to binge on betting, losing track of how many bets they've placed and how long they've been playing for. Justin Chiu	Bettors who may have gambling problems and should not be betting are easily persuaded to place bets by sportsbook advertising. Justin Chiu	Some bettors, especially young bettors, have unhealthy beliefs about betting that may lead to problem gambling.	Live micro-betting is simultaneously one of the most enjoyable and potentially problematic types of sports betting because of its low stakes and fast pace.
As Question Justin Chiu	How might we make self-exclusion and blocking mechanisms more effective by improving their enforcement or widening their scope?	How might we help bettors control their spending so that they only spend as much as they planned to before a session?	How might we reduce the stigma surrounding gambling problems to encourage bettors to disclose their problems and seek help when needed? Justin Chiu	How might we make problem gambling interventions more confidential and private?	How might we empower bettors to control their gambling problems without having to disclose their gambling problems or seek professional help?	How might we interrupt bettors' dissociative states so that they can reflect on their play and make a clear-headed decision on whether to stop or to continue?	How might we stop bettors with possible gambling problems from responding to sportsbook advertising by placing bets? Justin Chiu	How do we combat unhealthy beliefs about sports betting to help bettors gamble responsibly? Justin Chiu	How might we redesign live micro-betting to maximize enjoyment while minimizing problem gambling risk? Justin Chiu
			• • •						

Advertising campaign







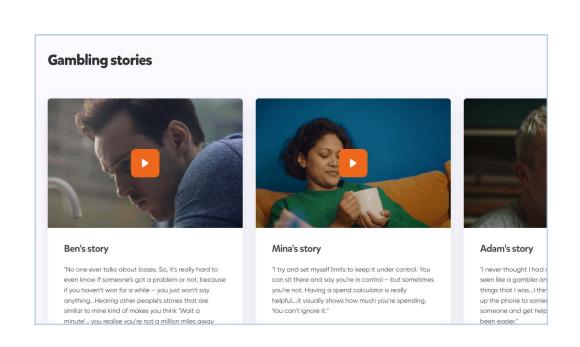


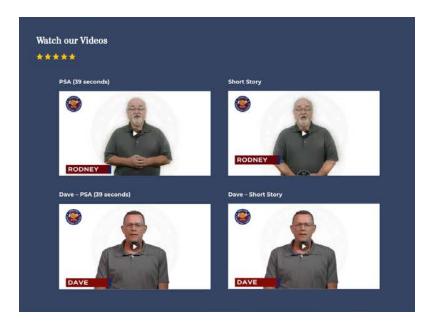


Audio/video







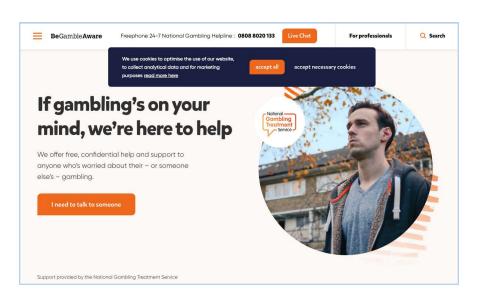


Clockwise from top: National Gambling Treatment Service, BeGambleAware, NHTSA, Ohio for Responsible Gambling, Pennsylvania Dept. of Drug and Alcohol Programs

Clockwise from top: Responsible Gambling Council, YMCA, Operation Responsible Gambling, BeGambleAware

Informative website

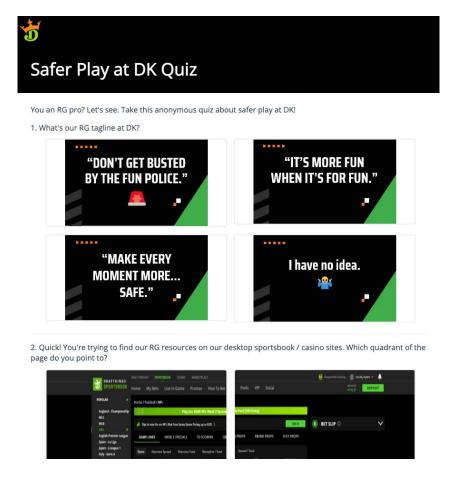


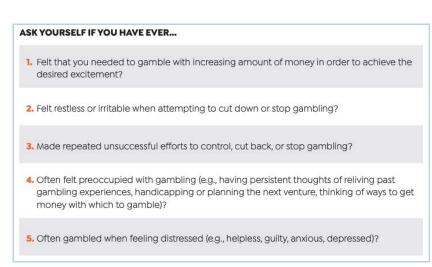


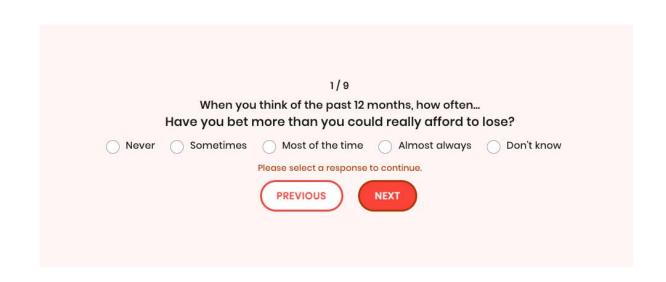


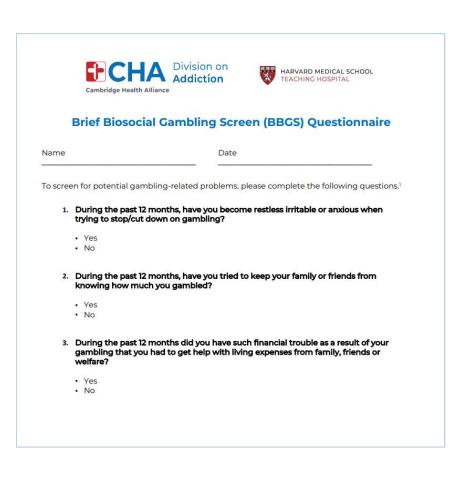


Quiz/screening









Clockwise from top: National Council on Problem Gambling, BeGambleAware, Operation Responsible Gambling, Gamble Responsibly America

Clockwise from top: Safer Play at DraftKings, Responsible Gambling Council selfassessment, Cambridge Health Alliance BBGS Questionnaire, Your First Step To Change

These ideas were based on my analysis of existing solutions. I grouped the ideas into clusters by theme and selected the ones I thought were most promising or feasible.

Fake sports betting app for awareness

- The UI is designed like a real betting app and is promoted like one
- Parts of the app cover a variety of responsible gambling topics
- Topics include managing money, live betting, advertising, and unhealthy beliefs

Sports betting loss calculator

- Calculates how much money a user will lose through sports betting
- The user can choose frequency of betting and average size of stake
- Calculation can factor in user's self-reported level of skill or luck
- Includes links to more responsible gambling resources

7 Blue Jays questions, 5 responsible gambling questions

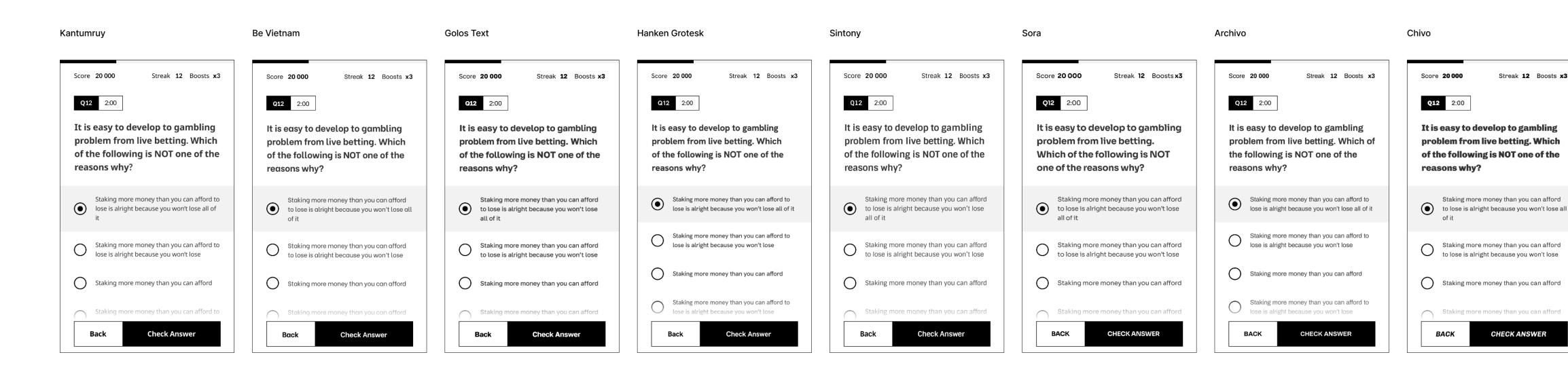
Blue Jays questions

- random trivia
- offensive statistics
- defensive statistics
- team statistics

Responsible gambling questions

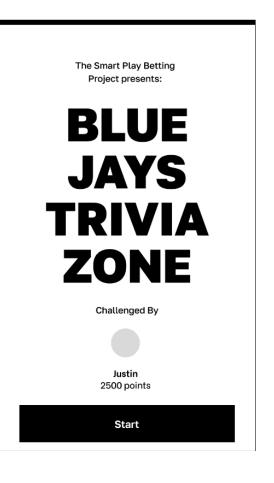
- healthy/unhealthy gambling beliefs
- responsible gambling strategies
- getting help
- gambling controls

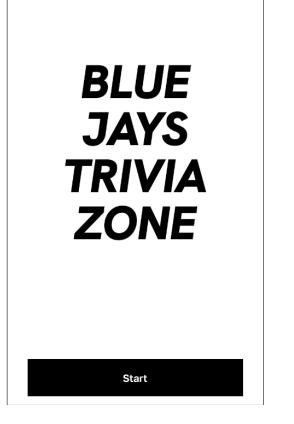
Source: Parke et al. (2019)



Be Vietnam **Golos Text** Hanken Grotesk Sora Archivo Chivo

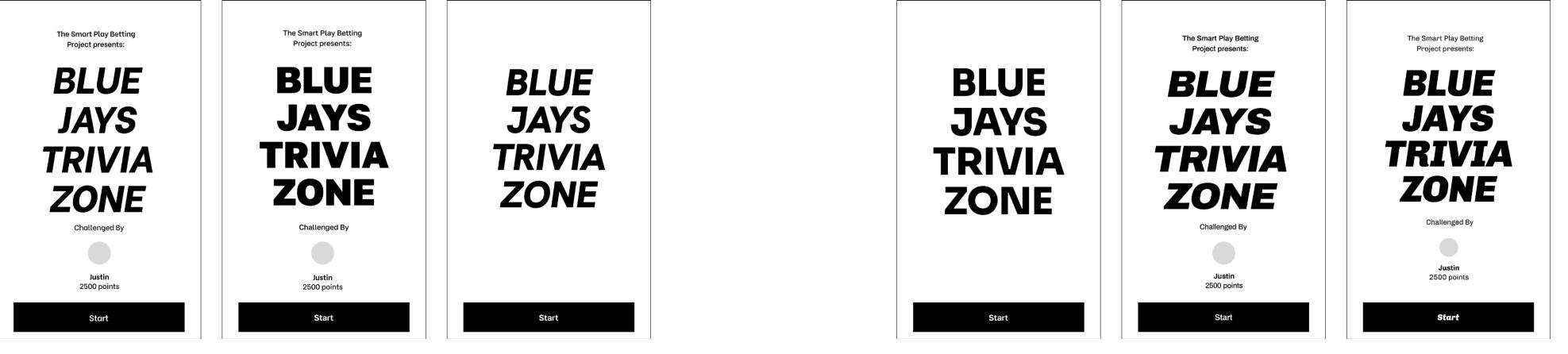












Chivo

BLUE JAYS TRIVIA

The Smart Play Betting

Project presents:

Challenged By

ZONE

2500 points

Start

The Smart Play Betting Project presents: **BLUE JAYS** TRIVIA **ZONE**

Chivo + Rubik

2500 points

Challenged By

Start

Chivo + Rubik + Source Serif

The Smart Play Betting Project presents: **BLUE**

JAYS TRIVIA ZONE

Challenged By

2500 points

Start

Chivo + Source Serif

The Smart Play Betting Project presents: **BLUE JAYS TRIVIA** ZONE Challenged By

2500 points

Start

Score **20000** Streak 12 Boosts x3 **Q12** 2:00 It is easy to develop to gambling problem from live betting. Which of the following is **NOT** one of the reasons why? Staking more money than you can afford to lose is alright because you won't lose all Staking more money than you can afford to lose is observed. to lose is alright because you won't lose Staking more money than you can afford Staking more money than you can afford

Back

Score **20 000** Streak 12 Boosts x3 **Q12** 1:59 It is easy to develop to gambling problem from live betting. Which of the following is **NOT** one of the reasons why? Staking more money than you can afford to lose is alright because you won't lose all Staking more money than you can afford to lose is alright because you won't lose Staking more money than you can afford Staking more money than you can afford

Check Answer

Back

Chivo + Golos

The Smart Play Betting Project presents:

BLUE JAYS TRIVIA ZONE

Challenged By

Justin 2500 points

Chivo + Gelasio

The Smart Play Betting

Project presents:

BLUE JAYS TRIVIA ZONE

Challenged By

Justin 2500 points

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Chivo + Source Serif + Source Code

The Smart Play Betting

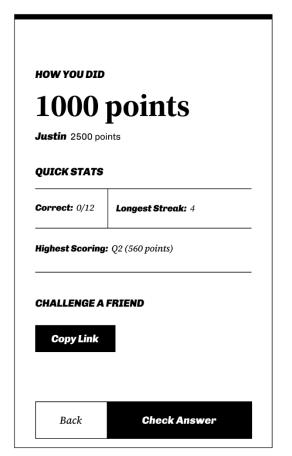
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BLUE JAYS TRIVIA ZONE CHALLENGED BY

> Justin 2500 points

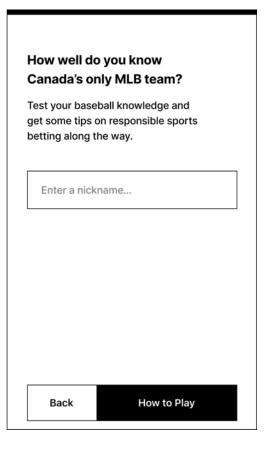
Question Set 1 1000 points Justin: 2500 points **Quick Stats** Correct: 0/12 Longest Streak: 4 Highest Scoring: Q2 (560 points) Challenge a Friend Copy Link Back **Check Answer**

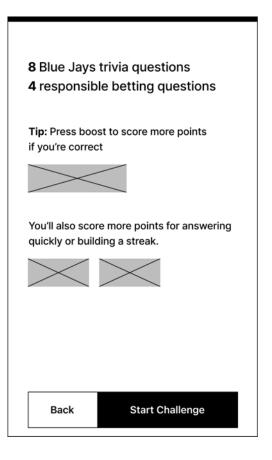
Check Answer

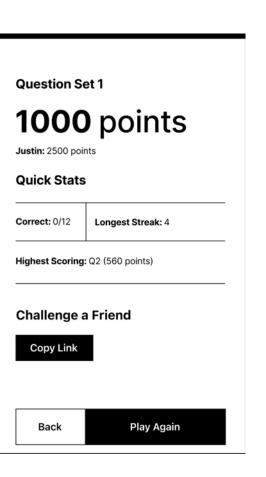


v12 – auxiliary screens

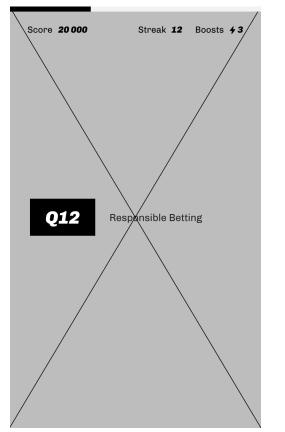


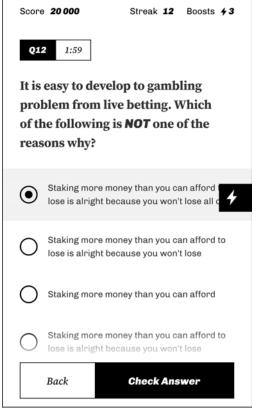


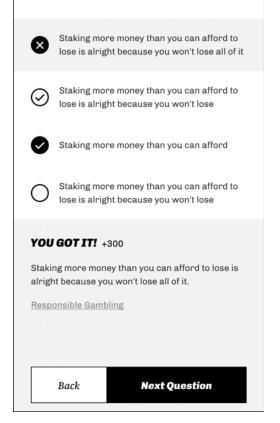


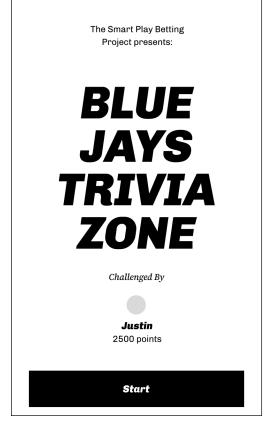


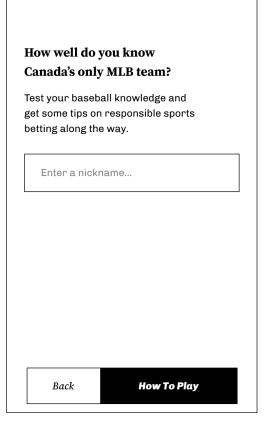
v12 - screens with fonts applied

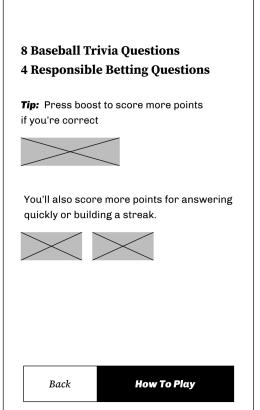


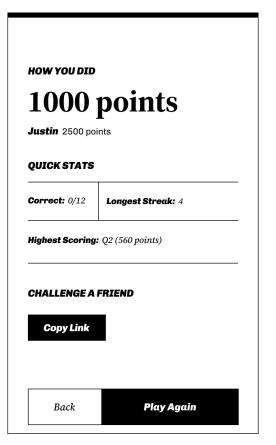




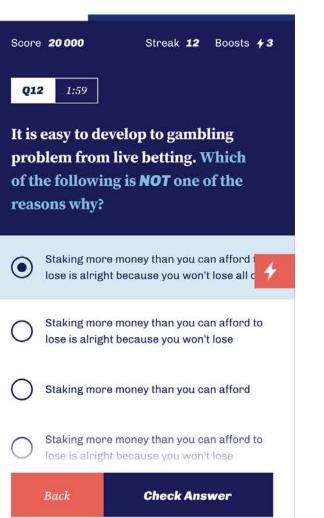


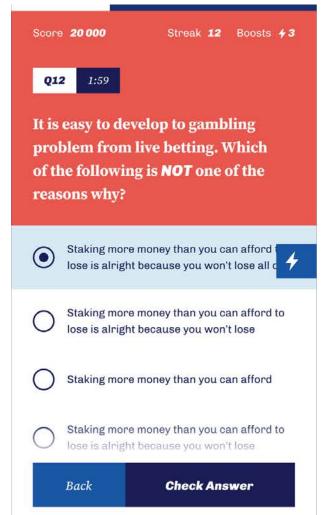


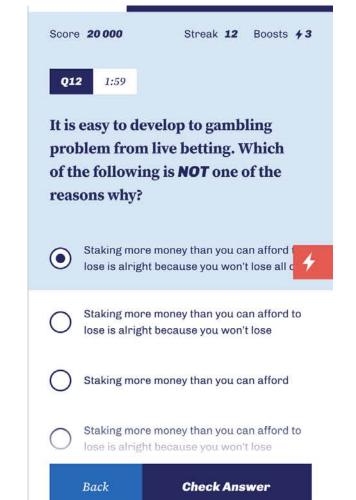


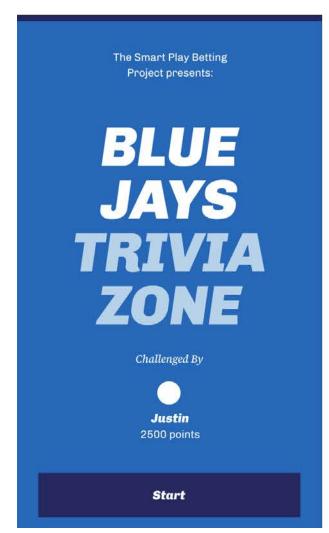


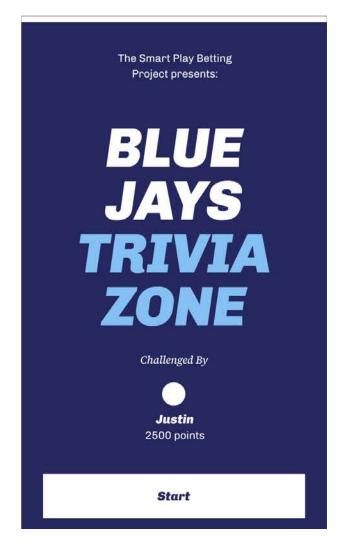


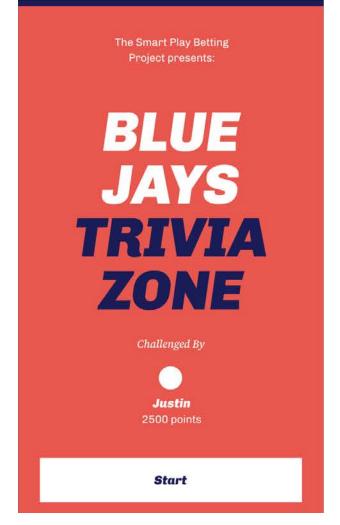












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