

**Observer’s Guide - Usability Evaluation**

**Project: RTD – “Rede de Transporte de Doentes”**

**OBS | WO**

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**USER ID:\_\_\_\_\_\_**

**STEP ACTION COMPLETED?**

**1** Introduce the main aspects of what will be performed, to the participant

Mention that the application is under evaluation not the participant.

**2** Give the Informed Consent to the participant and answer any question.

Only proceed after the informed consent has been signed

**3**  Let the participant freely explore the application

**4** Direct the participant to the list of tasks

**5** Get ready with your observer script.

**NOTES:**

The participant starts doing the tasks and should speak out loud his/her thought process and make comments if possible. s

You take notes on the observer form and only interfere if the participant asks for help.

The Wizard of Oz should only interact with the test by simulating the system/interfaces responses to the user’s actions.

**6** After the participant finishes the tasks, open the post-task questionnaire and fill it, with the participant, discussing your different points of view regarding each item.