**Observing the user interaction**

**Score 1 – 10**

**User interaction on Mobile will be recorded on the screen, and will show touch points (Can be further analysed after the fact).**

**User interaction on Desktop will also record screen, show mouse hot spots, focus points (Can be further analysed after the fact).**

1. **Explain to the user the task (Search for specific course on portal)**
2. **Follow the users interaction with the given portal :**

**Look at where user is focusing on the portal (mouse, finger, eyes). Note**

**Look at where user finds problems, stops, hesitates. (Areas of uncertainty on portal). Note**

**Look at which elements in the UI the user uses most naturally (especially on mobile). Note**

**Look at which elements in the UI the user finds most awkward to use (especially on mobile). Note**

**If user stops and is stuck, ask what the problem is, Note.**

**Ask the user how he thinks he should solve the problem, Note.**

**Ask user where if he has no idea he would click next, Note.**

**Help the use solve the problem and observe, Note.**

**Udemy Desktop**

Main focus points of the user (UI elements):

Problems, hesitations (without observers help) :

Most natural elements in UI (Quickest, most flow in interaction):

Most awkward elements in UI:

Problems user has:

What user proposed to solve problem:

Other observations:

Ask Questions at some steps ask what is going through users head, what they are trying to achieve and what they are looking for. At each step record here:

**Udemy Mobile**

Main focus points of the user (UI elements):

Problems, hesitations (without observers help) :

Most natural elements in UI (Quickest, most flow in interaction):

Most awkward elements in UI:

Problems user has:

What user proposed to solve problem:

Other observations:

Ask Questions at some steps ask what is going through users head, what they are trying to achieve and what they are looking for. At each step record here:

**Class-Central Dekstop**

Main focus points of the user (UI elements):

Problems, hesitations (without observers help) :

Most natural elements in UI (Quickest, most flow in interaction):

Most awkward elements in UI:

Problems user has:

What user proposed to solve problem:

Other observations:

Ask Questions at some steps ask what is going through users head, what they are trying to achieve and what they are looking for. At each step record here:

**Class-Central Mobile**

Main focus points of the user (UI elements):

Problems, hesitations (without observers help) :

Most natural elements in UI (Quickest, most flow in interaction):

Most awkward elements in UI:

Problems user has:

What user proposed to solve problem:

Other observations:

Ask Questions at some steps ask what is going through users head, what they are trying to achieve and what they are looking for. At each step record here:

**Coursera Dekstop**

Main focus points of the user (UI elements):

Problems, hesitations (without observers help) :

Most natural elements in UI (Quickest, most flow in interaction):

Most awkward elements in UI:

Problems user has:

What user proposed to solve problem:

Other observations:

Ask Questions at some steps ask what is going through users head, what they are trying to achieve and what they are looking for. At each step record here:

**Coursera Mobile**

Main focus points of the user (UI elements):

Problems, hesitations (without observers help) :

Most natural elements in UI (Quickest, most flow in interaction):

Most awkward elements in UI:

Problems user has:

What user proposed to solve problem:

Other observations:

Ask Questions at some steps ask what is going through users head, what they are trying to achieve and what they are looking for. At each step record here:

**Edukatiko Desktop**

Main focus points of the user (UI elements):

Problems, hesitations (without observers help) :

Most natural elements in UI (Quickest, most flow in interaction):

Most awkward elements in UI:

Problems user has:

What user proposed to solve problem:

Other observations:

Ask Questions at some steps ask what is going through users head, what they are trying to achieve and what they are looking for. At each step record here:

**Eduktiko Mobile**

Main focus points of the user (UI elements):

Problems, hesitations (without observers help) :

Most natural elements in UI (Quickest, most flow in interaction):

Most awkward elements in UI:

Problems user has:

What user proposed to solve problem:

Other observations:

Ask Questions at some steps ask what is going through users head, what they are trying to achieve and what they are looking for. At each step record here: