Basic Information
Documenting basic information will be critical when you reference these sheets later.
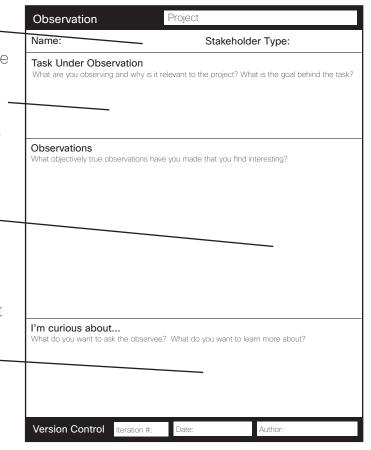
Activity to Observe
Choose an activity that closely relates to the problem you are designing for so that it may shed light on useful insights.

Observe Actions
Watch your subjects partake in the prescribed activity. Note down the basic process they follow, as well as anything that suprises you or that you find particularly interesting.

Find New Questions
Take note of anything you find odd or suprising that you want to know more about. What specifically do you want to know more about? What is the next step in getting that information? This could either be more research, or the creation of a new prototype to test.

Observation   Project

Name: Stakeholder Type:

Task Under Observation
What are you observing and why is it relevant to the project? What is the goal behind the task?

Observations
What objectively true observations have you made that you find interesting?

I'm curious about...
What do you want to ask the observee? What do you want to learn more about?

Version Control   Iteration #:   Date: Author:

Why
Observation is a technique that allows you to view your users doing a task uninterrupted and unbiased by questions. The advantage is that you see what they naturally do, which might be different than what they tell you they do if you ask them explicitly.

What came before?
Directed Research Plan
Initial Research Plan
Contextual Inquiry
Interview
Domain Research
Usability Testing

What's next?
Contextual Inquiry
Interview
Domain Research
Ideation
Research Affinity Group
Representation Models

Tips
Observation is not a good technique for understanding motivations or goals.

Draw hypotheses, but not conclusions, as you observe.

Follow up on things you are curious about and make sure you get your lingering questions answered.

Observe them in their natural environment.

Use a recording device if possible.

Observation

Name: **Stakeholder Type:**

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