conscious.ly

<u>Observer Briefing</u>

Thank you for being an observer in our prototype assessment! Your observation and subsequent reporting will allow us to understand the usability of our application and to some extent the overall user experience.

Most of our randomly selected users are students who are multi-taskers and are under strict deadlines to finish their tasks or assignments. we will conduct our tests at McGill University and Ecole de Technology superior.

Please follow the principles of user observation outlined below to ensure we are gathering accurate data from users:

1. Observation is *not* passively looking and listening. We need careful, conscious, and purposeful effort from you.

2. Try to direct your attention to certain things, notice particular elements, and determine the significance of your learnings in answering specific questions.

3. During the observation, the primary value for us is the users' actions. Try to be as inconspicuous as possible to help the user feels more comfortable, leading to a more realistic user reaction (the Hawthorne Effect).

4. With that being said, participants may think aloud, and you can ask questions to better understand what they're thinking and doing.

5. Tell the user what to do, not how to do it.

6. Initially, avoid correcting users. If they repeat their actions then you may correct them.

7. Take note and discuss the results at the end of each test.

8. Making a comfortable environment for users through talking before starting the test.

   Thank you again for joining us in this Usability Test!