

# HOW TO USE THE OBSERVER XT IN USABILITY TESTING

To ensure efficiency in your usability studies, you need to give feedback to the development teams rapidly. At the same time, presentation of your results needs to be convincing to prevent that all efforts of recruiting test persons, setting up facilities, and testing are wasted!

what to extract from your data, and what to present to those interested.

The system can be configured to your own purpose. You may only need a screen capture with audio and comments, in addition want to record time on tasks,

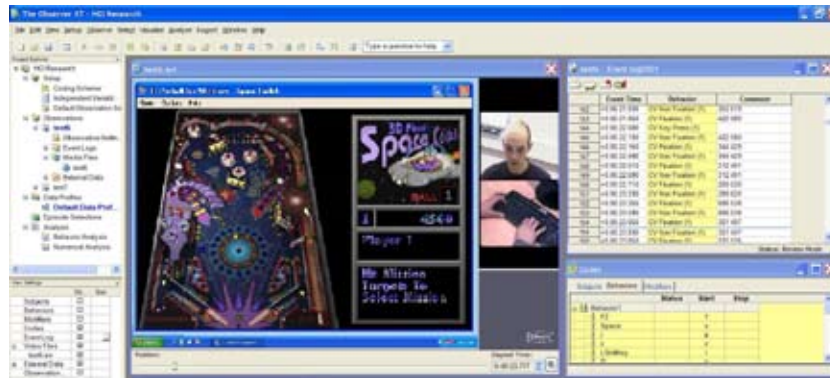
error rates, and emotions, or like to make transcripts. If it turns out that your test needs to be refined, you can always do so while testing.

The Observer XT allows you to add comments, mark the start and stop of tasks, and mark usability hits during screen capture and video recording. After the test has been

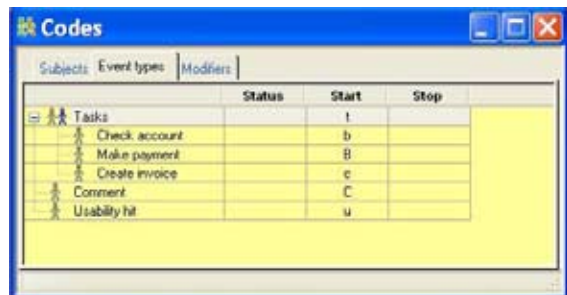
conducted, you can make highlight clips of episodes of interest, based upon the information you've entered during the test. You can add forgotten or missed information resulting in complete results.

### CONVINCING RESULTS

Though video clips are a powerful means of communication, you might need metrics as well, for instance when needing to meet standards for 'time on task' or 'errors per task'. The built-in analysis tool of The Observer XT can calculate the exact duration of each task and the number and type of errors made. Efficiency of this process can be increased by calculating the statistics for all tests at once. When using The

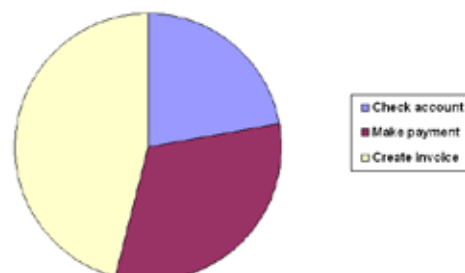


Since development processes often take place under time pressure, project leaders are generally unfavorably disposed towards delaying product releases due to the need to implement usability improvements. If you want your voice to be heard, you need hard evidence of the issues of improvement you found and you need it fast. That is exactly what The Observer® XT can do for you.



The Observer XT allows you to record computer screens, user close-ups, keystrokes, mouse clicks, navigation information, tasks, behavior, and context information. You are always in control and decide what to record,

Time on task



Observer XT in combination with uLog, the number of keypresses and mouse clicks per task can be extracted from the data as well. All with the press of a button.

The results calculated with The Observer XT are in XML format, making them easily accessible to other applications, including your own custom reporting software. The Observer XT can be programmed in such way that results belonging to several tests can all be calculated at once.

**WHERE TO TEST?**

You will always aim for maximum validity and minimum disturbance when conducting tests. Testing under controlled conditions, e.g. in a complete lab with interesting extra modalities such as eye tracking, multiple video sources, and physiological measurements, leads to very accurate and detailed results. Noldus delivers turn-key labs, with installed and validated equipment and software, training, and support on both software and hardware.



A laboratorial environment is different from a real world environment, though offers advantages as well. When using a portable lab you are able to visit and observe persons in their very own environment.



It also makes recruiting easier and at lower costs: you visit your test persons, not the other way around. Within the compactness of our portable lab, you can make screen captures, record video, score tasks, usability hits, and context, and record mouse clicks and keystrokes.

**SCALABLE SOLUTIONS**

All in all, The Observer XT is a major asset for any usability testing team. It provides a scalable solution: as your testing becomes more advanced, The Observer XT can grow with you. You can always add equipment and new parameters to measure or run additional analyses. With The Observer XT you are all set.