

CSC318F - The Design of Interactive Computational Media
Observation Techniques: Introduction...

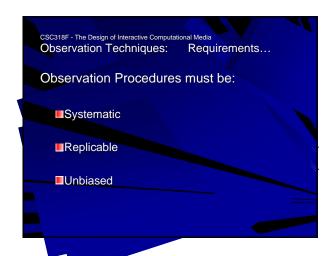
Gather data to assist the Task Analysis.

Describe and analyze current practice

Note expectations and concerns of current users

Solicit suggestions from users

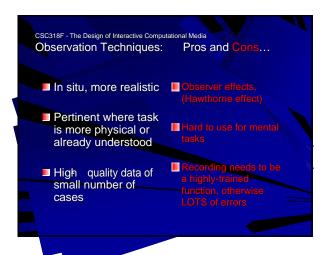
Collect quantitative data
How many? How often? How long?



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Observation Techniques: What to Observe?

Behavior of users with technology
(e.g.)
Task process study: Detailed steps in tasks performed by users recorded
Time geography study: Individual records times and changes in location of each individual throughout workday

Behavior of the technology itself
(e.g.)
Tools study
Tool



Observation Techniques: Kinds of Observations

Direct Observation

Events of interest are determined

Observation Framework is created

Events are observed, coded and recorded

Example:

"Use of paper in a supposedly "paperless office" was observed directly through a video camera set up to record printing of documents and movement of them between stations. Clever use of videotaping allowed researchers to follow paper from printer to desk to file cabinet or waste bin. It was discovered that a significant amount of paper was being passed around."

