

# Some Experiences On site vs. Remote Testing

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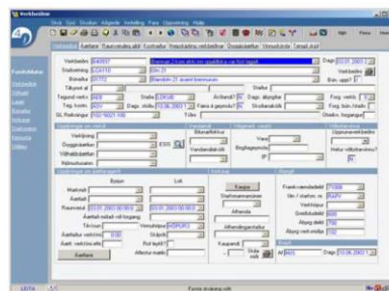


## On Site Testing at ISAL Aluminum Factory

- Through the years I have done some user testing on site
- At an aluminum factory near Reykjavik



The old system



The new system

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## Really Good to Be in the Context

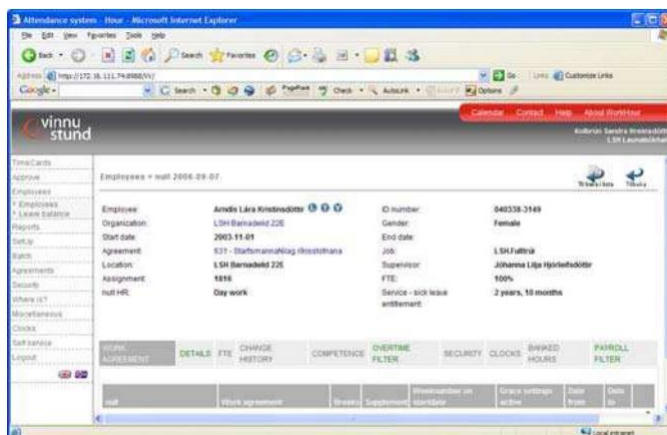


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## User Testing In the Work Context

- 10 different places – health institutions and public authority workplace



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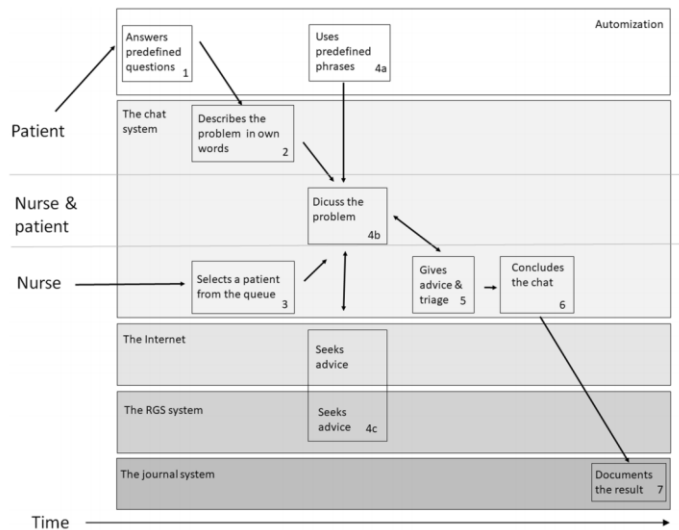


# Observing Users On Site for One Day

The screenshot shows the top navigation bar of the 1177 VÄRDGUIDEN website. It includes the logo, 'Region Uppsala', a region selection dropdown, and buttons for 'Logga in', 'Hitta vård', and 'Sök'. Below the navigation bar, there are menu items: 'Liv & hälsa', 'Barn & gravid', 'Olyckor & skador', 'Sjukdomar & besvär', 'Behandling & hjälpmedel', and 'Så fungerar vården'. The main content area features a large image of a man with a basketball and a text box titled 'Covid-19 - vaccinera dig för din och andras skull'. The text box contains information about COVID-19 vaccination and three buttons: 'ALLT OM COVID-19 - CORONAVIRUS', 'OM VACCIN MOT COVID-19', and 'LÄMNA PROV OCH FÅ PROVSVAR'.

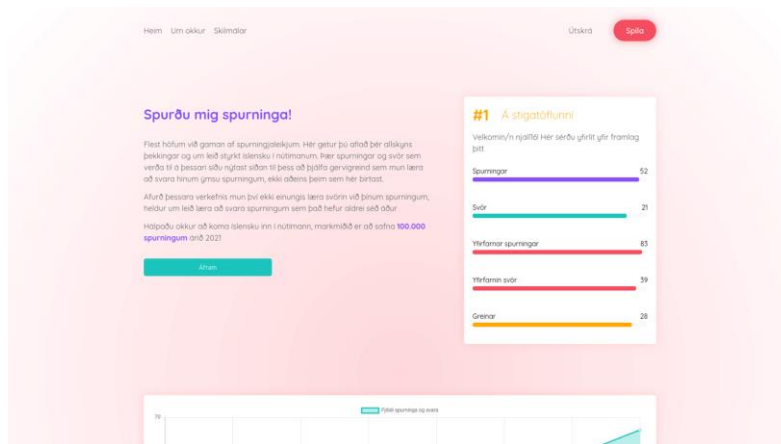


# Used 5 Systems to Conclude One Patient





## Remotely Testing an App – May 2021



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## Lessons Learned – Summary for the Evaluator

- Easier to follow what the users are doing in remote user testing
  - than on-site user testing
  - You see it clearly on the screen
- Very good that a developer was conducting the user testing
  - Saw the importance of the UI
  - Encourages the developer to work 24/7
- Have to be very careful with the preparation
  - Have Teams installed
  - Make an invite for the user testing
  - Send an email in advance

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## My Lessons Learned

- Much harder to understand the context of the user
  - I have learned so much by going to the real context of use
- The users are more distant
- Especially harder for people not that used to Teams, Zoom, etc.