

The goal of this research project is to observe someone doing a routine task to learn how easy it is to accomplish tasks using a smartphone for a new user.

The Participant recruited is a female, in her 40's running her own business who bought a myTouch Slide smartphone. The goal was to learn what the experience is setting up and initially using the phone.

After the participant bought the phone, she brought it home to setup and has not received any help from the store representative. Setting up themes and personalizing the phone with her favorite themes and backgrounds took approximately 5 minutes. The lack of themes and backgrounds available on the phone was much disliked by the user. She went online to search for more applicable themes and that took much longer than expected to setup it up.

Also, the environmental constraints (sitting on a bar char at the kitchen island) produced physical symptoms such as neck strain and lower back pain while working with the device.

If I were to conduct the study again, I would choose a different setting.



Observation Project #1: Laura Perteau