

Fly on the Wall Observation

Fly on the Wall Observation is a low tech, low-cost approach to collecting information about the end-user's behavior by observing from afar, without potentially impacting or altering the end-user's actions.

Looking




Document the activities and behaviors you observe.

Understanding

Detail notes on what your assumptions are regarding the person being observed's experience, what do you think they are thinking or feeling.

Applying

How do the insights from this observation apply to the project.

		PROJECT NAME:
		LOCATION:
	Looking	
	Understanding	
	Applying	

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