



REMOTE RESEARCH

Real Users, Real Time, Real Research

by **NATE BOLT** and **TONY TULATHIMUTTE**

foreword by Peter Merholz

 Rosenfeld

Remote Research: Real Users, Real Time, Real Research

Nate Bolt , Tony Tulathimutte

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Remote Research: Real Users, Real Time, Real Research

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Remote Research: Real Users, Real Time, Real Research Nate Bolt , Tony Tulathimutte

Remote studies allow you to recruit subjects quickly, cheaply, and immediately, and give you the opportunity to observe users as they behave naturally in their on environment. In Remote Research, Nate Bolt and Tony Tulathimutte teach you how to design and conduct remote research studies, top to bottom, with little more than a phone and a laptop.

TESTIMONIALS

"Nate and Tony have done it! They've described beautifully one of the user experience profession's best-kept secrets-conducting remote usability tests. This book is a must-have for anyone thinking about remote testing, since it tackles everything you need from soup to nuts. I can't wait to get a copy for my own bookshelf. Oh, it also will melt your face remotely."

?Jared Spool CEO and Founding Principal, User Interface Engineering

"Remote Research is filled with sage advice, entertaining case studies, methods, and clear procedures that will benefit both new and experienced user researchers. Remote Research is an absorbing book that should be on the reading list of every user researcher. Kudos to Bolt and Tulathimutte for an engaging and informative guide to better remote research."

?Chauncey Wilson Senior Manager, AEC User Research, Autodesk, Inc.

"The techniques in this book will make every designer's and user researcher's life much easier. Nate and Tony use the attitude and power of Web 2.0 technologies to create a new way of thinking about user experience research. They share their expertise clearly, concisely, and with a great sense of humor, giving practitioners step-by-step details to conduct remote research of virtually any complexity."

?Mike Kuniavsky author, Observing the User Experience

"No longer must you only test your interfaces with people who come to your office or some expensive lab. So stop doing boring research! Stop having a boring life! Read this book!"

?Mark Trammell User Researcher, Twitter

Remote Research: Real Users, Real Time, Real Research Details

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From Reader Review Remote Research: Real Users, Real Time, Real Research for online ebook

Geisa Silva says

Uma boa ajuda nos estudos e projetos.

Amy says

This book did not focus on methodology or study design to the extent that it probably should have. It was full of reviews and information about specific screen-sharing programs and remote user research applications, which probably should have been included as an appendix rather than as a substantive part of the book. There were a few points where the author's advice deviated significantly from what is often imparted in the usability literature. For example, telling a potential respondent that the task will be "easy" is a definite no-no. Also, portraying time-aware research as a way to get real participants (in contrast to lab studies) is not entirely accurate. The people who agree to be a live recruit from a website may differ in some systematic (and potentially important) way from those who don't agree to serve as a participant. I will certainly use this book as a resource for conducting remote research, but I do not think that this is a great resource if you don't already have a solid background in behavioral science.

Danielle says

Useful but a bit outdated.

Amy says

Nate and Tony's book fills in a big missing chunk in user research -- how to conduct user research that doesn't feel forced -- and I'd recommend it to any user researcher. It's true that the variations on user research are pretty endless as it is, and you may ask, "Who needs more methods?" This book's answer is that this method gets at users in real time -- a task that's been difficult to accomplish any other way.

The first two thirds of the book are the strongest, and they provide a solid primer of the method along with helpful tips, documenting all the parts of the process, from setup to payment to logistics (including consent), all the way up to video deliverables. Since most readers (including myself) are probably not familiar with the software options, I also appreciated the breakdown of the software options, though I would have preferred a concise, comparative chart in addition to the exhaustive list.

I've tried my hand at "classic" methods like Contextual Inquiry, and I've had marathon Think Aloud sessions. While these two (and others) have their places in the user research spectrum, the appeal of remote research is that its time-aware focus takes advantage of real user behaviors, unlike Think Aloud testing, which, while valid, often feels forced or insufficient. After reading this book, if remote research is the best method for the job, I'm going for it.

Caitlin says

Not as many answers as I was hoping for in this book - a lot of the suggestions are either stuff I've figured out on my own already, or are not possible for me to do given the setup of the applications that I test. Oh, well. It's a well-considered book anyway, just a bit more basic than I think it should have been.

Bülent Duagi says

A practical book making the case for remote user research.

Comes with useful details about different aspects of conducting remote research, from recruiting users to pitching the results to the stakeholders.

Reading the book inspired me to think more about how can a user researcher get to interact with users exactly in the context when they naturally use a product or service, in contrast to a simulated context.

Some additional food for thought is about using mobile devices for remote research, area that's currently in its infancy and probably will develop super fast as mobile usage has grown steadily lately.
