

The Morae Tutorial

Morae (<http://www.techsmith.com/morae>) is a popular usability evaluation tool that simplifies usability studies by bringing observation logging, screen capture, participant recording, and analysis into one package. It has three components:

- **Recorder:** performs screen capture, usage data (e.g. mouse clicks), and a video of the participant as they use the system under evaluation. Also can be used to administer surveys and questions to the participant.
- **Manager:** allows for analysis of recordings and observations made with Recorder and Observer.
- **Observer:** allows a member of the testing team to observe the participant in real time and make observations throughout the evaluation.

Note: The University of Auckland has only 13 licenses for Morae as they are very expensive. This means that only 13 people can use it at once on campus. For the assignment you can download and run a trial version on your computer for 30 days.

For this tutorial, you will be performing a basic usability evaluation (in groups of threes) by performing a common activity on the Europcar Website (<http://www.europcar.co.nz/>).

Task 1: Recording Usability Sessions

1. Watch the Morae tutorial video for Recorder (click on the '**Watch the quick Recorder overview video**' on the welcome dialogue, or watch the video here: <http://video.techsmith.com/morae/3.1/edu/getting-started-recorder/>)
2. Create a new study configuration in Morae Recorder using the **Default Study** option.
3. Click on the **Modify Study Details** button and add the following task:
"Search for the lowest car (five-seater) rental for five days."
Use the default scoring settings.
4. Under the **Survey Definitions** tab, add a question that asks the participant how easy the above task was on a scale from 1 to 5 (with 1 being the easiest).
5. Add a System Usability Scale questionnaire that will display at the end of the study.
6. Save the configuration.
7. Using a member from your group, have them run through the usability evaluation (performing the above task) using the study configuration. At the start of each session, make sure the browser shows the homepage. Have participants talk aloud while they interact with the system (e.g. 'I am trying to find the search button'). Have the participant say when they have completed the task (or can otherwise no longer continue). **You will need**

to manually give the participant the question and survey you created by right clicking the recorder icon in the system tray, selecting 'deliver survey', and then choosing the appropriate question set.

8. Save the recording in a place where you can find it for the next task (they are read by Morae Manager).
9. Repeat step 7 with another group member, but this time use the **AutoPilot**¹ feature. Click on 'Modify Recording details', click the AutoPilot tab, and check the 'Enable AutoPilot' checkbox. Make sure you have all of the descriptions and task instructions filled out before you begin recording again.
10. Save this recording as per step 8.

Task 2: Analysing and Presenting Usability Findings

1. Watch the Morae tutorial video for Manager (click on the '**Watch the quick Manager overview video**' on the welcome dialogue, or watch the video here: <http://video.techsmith.com/morae/3.1/edu/getting-started-manager/>)
2. Create a new project for the Europcar Usability Study, and add the recordings you made in task 1.
3. Using the selection tools, identify the beginning and end of the usability task in each of the videos (the task starts as soon as the participant attempts it, and ends once they signal they have completed it). Log the task (using the **Log Task** button as per the Manager tutorial).
4. In each video, note any observations or errors using the **Log Marker** button.
5. Select at least one 'highlight' from each video and create a video clip using the **Create Video Clip** button.
6. Click on the **Graph** tab. Create a new graph for the time taken on the task by each participant.
7. Export this data as a comma separated values (csv) file. You can open this in Excel (e.g. for your assignment reports).
8. Click on the **Present** tab. Right click on the **Title Clips** folder and create a new title clip for your highlights video. Drag this onto the storyboard at the bottom of the window.
9. Drag the highlight clips you made from the **Video Clips** folder onto the storyboard.

¹ This option is only available in version 3 onwards, so many lab PCs do not have it.

10. Produce the video, selecting AVI as the format.

Note: For the assignment, you may wish to use Windows Movie Maker (or its equivalent) to create your highlights video instead.

Task 3: Observing Usability Evaluations

1. Watch the Morae tutorial video for Observer (click on the '**Watch the quick Observer overview video**' on the welcome dialogue, or watch the video here: <http://video.techsmith.com/morae/3.1/edu/getting-started-observer/>)
2. You will need two computers for this task. On the first, open up Recorder, and on the second, Observer. Enter the IP address² of the computer running recorder into the **IP Address** field in Observer.
3. Perform the usability task from 'task 1' again with another participant from your group, but this time have a group member observe using Observer. The observer should define the start and end of the task, as well as noting any observations.
4. Create a new project in Manager with the recording to see the defined tasks and observations made during the session.

² Directions on finding out your IP address: http://www.ehow.com/how_5621076_ip-address-windows-7.html