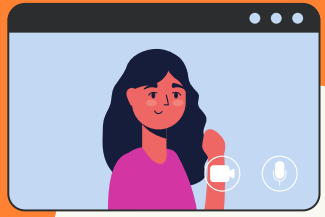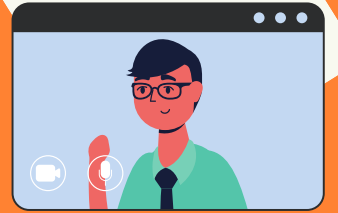# UX Research at Aspect

Here's Aspect's step by step guide to conducting UX research remotely

Virtual Meeting

Client sends the device in advance of the research date.
We hold a virtual meeting with the client to learn how to use the device, taking great care to replicate the client's instructions.

Test Run

Test runs are completed to ensure that our team feel fully confident and are able to troubleshoot any unforeseen problems that could occur during the research.

Participant Arrives

Participant arrives at our front entrance – we ask them to wear a mask and to sanitise their hands on entering the building.

Recording Begins

Moderators can record the session themselves or utilise our own UX equipment, set-up for their needs with any points of interest they'd like to focus on. MP3 and MP4 recordings are provided as standard with all research at Aspect.
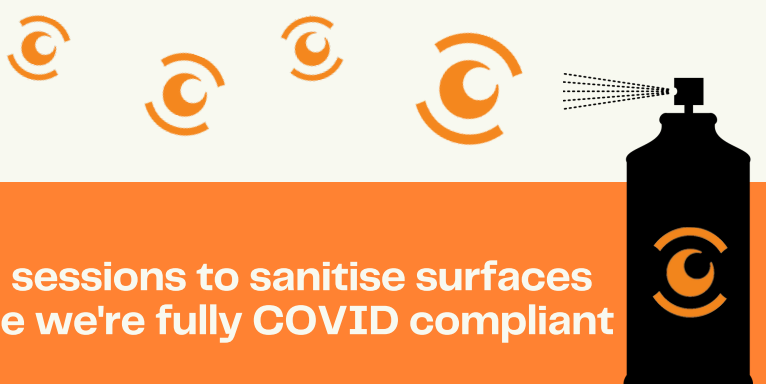
On Hand

Your designated member of staff, who has been thoroughly trained on the device, will observe the session via a mirror in an adjacent room and will provide assistance if requested by yourself or the participant during the session.

Recording Sent

After the research is completed we send MP3 recordings immediately to moderators and MP4 recording the following day. The device will also be returned to you.

We allow 30mins between UX/UI sessions to sanitise surfaces and other contact points to ensure we're fully COVID compliant