

Assignment 2:

Contextual Inquiry Research Tools

Due 9/15

Please submit assignments to me digitally (lserota@ac4d.com) with the subject line:

Assignment # – First Name & First Name

Description: Research tools are guides for fielding which ensure the research runs as smoothly as possible. They provide structure for interviews and observation, and guidelines for choosing participants and fielding techniques. They are built based on your research focus and help maintain consistency in approach across multiple types of methodologies and/or participants.

A contextual inquiry utilizes ethnographic techniques combined with interviews to gain insight into a particular topic through direct observation. The four principles of contextual inquiry are: Context – observing a task being done in its natural environment; Partnership – establishing a master/apprentice relationship with the participants, in which case you are the apprentice; Interpretation – validating observations and impressions with the participants; Focus – maintaining a consistent point of focus and goal throughout the research.

What you should turn in:

A series of documents your team will use during fielding, as well as a research plan. These should be simple text files, and may all be delineated pages in one document or separate documents. The documents you turn in will include:

- Planned Research Date(s) & recruiting method
- Rationale of research activities and participant criteria relative to your focus
- Discussion Guide (1-2 pages)
- Participant Criteria

Note – by the time this assignment is turned in, your team should already have a time and place set for your contextual inquiry.

Assignment 2	Weight
Relevance to class topic	10
Appropriateness to contextual inquiry method	10
Appropriateness to focus statement	30
Discussion Guides: Coherently built and organized	30
Plan for participant recruiting & criteria defined	10
Execution: Grammar & Articulation	10
	<i>100</i>

For Reference:

Contextual Design

Chapters 1-4

Observing the User Experience

Chapters 5-6