

Assignment 3

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In the contextual inquiry with Shubham Sathe, a newcomer at VIIT Pune, we explored his experience navigating the campus. Here's how the interview illustrates key principles of contextual inquiry, based on the transcript.

Sutra 1: Context

Transcript Excerpt: Shubham described his first impression of the campus, mentioning how he felt both impressed and overwhelmed by the size and layout.

Justification: This part of the transcript shows the principle of context, as it captures Shubham's immediate reactions in the real setting of VIIT Pune. His reflections on the campus layout and his initial confusion provide valuable insight into the challenges newcomers face, allowing us to understand his experience in the actual environment.

Sutra 2: Partnership

Transcript Excerpt: Shubham talked about how he relied on security personnel and staff to find his way after struggling with the campus signage.

Justification: This excerpt highlights the partnership principle, as it shows how Shubham worked together with campus staff to navigate the confusing layout. This collaborative interaction helped him overcome the difficulties posed by insufficient signage, offering practical insights into the importance of human assistance in way-finding.

Sutra 3: Interpretation

Transcript Excerpt: We analyzed Shubham's feedback on the building labels (A, B, C, D, E), noting his initial confusion and how he eventually understood the layout.

Justification: The interpretation principle is evident here, as we delved into Shubham's comments to identify why the building labels caused confusion. By understanding his perspective, we could pinpoint the need for clearer markers, which led to practical recommendations for improving campus navigation.

Sutra 4: Focus

Transcript Excerpt: Shubham shared his experience with the campus app, noting that it was outdated and difficult to use.

Justification: This section reflects the focus principle, as we concentrated on understanding the effectiveness of digital navigation tools. Shubham's feedback on the campus app highlighted a key area for improvement, leading to suggestions for developing a more user-friendly and interactive digital tool for new students.

This analysis, grounded in Shubham's transcript, provides a clear understanding of his way-finding experience at VIIT Pune, showcasing how the principles of contextual inquiry were applied.