Contextual Inquiry Plan
Luke Parkhurst, Karina Sinha, Sean Maloney

Research Goals
- What does the app need to do to help them feel safer, or to be useful
- How often they plan on using the app
- What does the app need to look like, or how the configuration should be set

User Commitment

Tristan Munley - munley.m@northeastern.edu
Archita Sundaray - sundaray.a@northeastern.edu
Riddhi Padte - riddzpadte@gmail.com

Interview Questions

Comments
I think these questions won't be able to answer your first and last research goals. I think question 2 is difficult to answer before having more context about the app itself. Break question 5 into two questions. Try to find a follow-up question to 4 incase they are not willing to share location. Maybe what data would they be comfortable sharing instead. In general, think about your research goals and how the questions will help you answer them.

Warm-up
I.   [Introduce the interviewee to the interview and procedures.]
"Thank you for coming to this interview. For a class project, we are working on designing a Covid-19 contact tracing app for Northeastern. We are interested in finding out how such an app could best serve your needs and the needs of the University. For this purpose, I have a couple of questions to ask you. Please feel free to ask for further clarification at any time. For analysis purposes, I will record the interview. The recording will be kept confidential and will not be associated with you whatsoever. I will start recording now if that is fine with you."

Focus Questions
1.   Do you live on campus or attend classes on campus?
2.a   If the app was using location tracking services, would that make you uncomfortable?
2.b   If you are uncomfortable with sharing location, what other data would you be comfortable with sharing?
3.   Do you have any issues with Daily Wellness Check?

4.	What, if anything, do you think would make Daily Wellness Check easier to use?
5.	Would you be willing to have a positive Covid-19 status reported to others anonymously?
6.	How would be the best way to alert you of "critical" notifications?
7. a	How would you like a feature which asks users to track their covid testing frequency and results?
7. b	Would you prefer the features to be all on one page for ease of access, or broken into separate pages for easier reading?
7. c	What other features should we add to the Covid Tracking App, if any?
8.a	Is the combination of a daily wellness check and contact tracing enough to make you feel safe coming to campus?
8.b	Do you have any suggestions for additional features that would give you a greater sense of safety?

Closing
9.	Is there anything else you would like to share?
"That brings us to the end of our interview today. Thank you for your time."

Observation Log
	In our interview questions, we already cover Northeastern's Daily Wellness Check, which is already "tracking" people's health. Since there aren't many other apps that check symptoms or provide a similar service, we won't be needing to observe anyone.

Schedule

User	Researcher	Date / Time	Platform
Archita Sundaray	Luke Parkhurst	10/4 Sunday, 12PM	Teams
Riddhi Padte	Karina Sinha	10/2 Friday, 6PM	Zoom
Tristan	Sean Maloney	10/3 Saturday, 2PM	Teams

Collaboration

1.	How will your team collaborate week to week?

	Either in class if allowed, or once a week in Zoom on Monday Afternoons

2.   What communication and/or meeting schedules have you set up? What tool will you use to meet?

    Meet on Mondays from zoom

3.   When will your meetings take place? You should plan on meeting regularly at least once a week.

    Monday Afternoons, on zoom. We can arrange to meet other times as needed

4.   How will you ensure that every team member has the opportunity and responsibility to contribute?

    Each person is responsible for conducting the interview with the user they recruited. Aside from that, divide up the work and brainstorm together upon needing to create or formulate ideas and answers.