Lab 2 – Scenarios and Contextual Inquiry/Questions

Project Team Name:	Group B – Find My Way
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Theme 1: Landmark Identification and Markings
Scenario: You are organizing a campus event and need to provide directions to various venues and facilities for attendees.

Questions:
 	
• Can you describe a time when you organized or attended a campus event where providing directions to various venues and facilities was important?
    o Ans:- Participant attended an orientation event held by university, where getting to correct stall is necessary. Arrows and signs were provided for directions.
 	
    o What were some of the challenges you faced in ensuring attendees could easily navigate the event?
        • Ans:- Stalls were scattered, making it difficult to find particular interest clubs or groups
 	
• Can you share any feedback or experiences from event attendees regarding the effectiveness of the directions provided and their overall navigation experience during the event?
    o Ans:- Clubs' names were divided in alphabetical order, and specific directions were given using arrow signs and specific order of alphabets (Eg:- from A to D, E to G etc.)
 	
    o Were there any common pain points or areas for improvement identified based on attendee feedback?
        • Ans:- Signs were not big enough to be easily visible, and the boards were of poor quality, sometimes giving wrong directions due to wind. Basically, boards containing arrow sign changes its direction due to wind, hence misleading attendees to the wrong place.

*If the user mentions using app for navigation

- If you were to have a navigation app in this kind of situation, how would you direct the attendees to their venues or how will you share this information/app/map?
    - Ans:- Participant will look for venue in google map and copy that link from app and will provide this link in event invitation email.
    - How would you make sure that the attendees know that they are at the right place?
        - Ans:- To ensure attendees know they are at the right place, Google Maps would provide a notification upon arrival, and organizers would place event boards on doors. Also on building entrance will put signs and direction to get on specific hall.

Theme 2: Indoor Navigation

Scenario 1: Imagine you're a new student at a university with a sprawling campus. Today, you have classes in multiple buildings you're not familiar with. You need to locate lecture halls, the library, and other key facilities inside these buildings.

Questions:

- When navigating inside university buildings, how do you typically find specific locations like lecture halls or libraries?
    - Ans:- As soon as one enters a building, there are specific boards containing information related to room numbers and other facilities.

    - What challenges do you encounter in this process?
        - Ans:- Due to the building's size, it's sometimes difficult to locate specific blocks in one area.

- Have you used any indoor navigation apps for this purpose? If yes, how was your experience?
    - Ans:- Yes, participant have used a large screen indoor navigation at Mic Mac Mall to locate various shops. It was not familiar to participant, but it was useful to navigate to specific shop.

    - What features did you find most useful or lacking?
        - Ans:- Useful features were shops name and location where they are situated. Lacking features were - there were no audio instructions.

- If you haven't used an indoor navigation app, what has prevented you from doing so?

- o Ans:- Not applicable as previous answer is given.

    - o What features would encourage you to use such an app?
        - Ans:- Not applicable as previous answer is given.

- How would you prefer to receive directions in the app - through visual maps, audio instructions, or a combination of both?
    - o Ans:- Participant prefers visual maps among others.

    - o Why do you prefer this method?
        - Ans:- Participant prefers visual maps among others because it works everywhere. Suppose audio instructions can't be heard at crowded place but visual maps can be seen.

Scenario 2: Imagine you're a BVI individual visiting a large public library for the first time. You need to locate specific sections, the help desk, and accessible reading areas.

Questions:

- As a BVI individual, what techniques or tools do you use for indoor navigation in unfamiliar environments like a library?
    - o Ans - I think voice assistance would be necessary.

    - o Can you describe a recent experience where you had to navigate a new indoor environment?
        - Ans - -
- Have you used specialized indoor navigation apps?
    - o Ans – No, I haven't

    - o What was your experience in terms of ease of use and accuracy?
        - Ans - -
- What specific features do you look for in an indoor navigation app designed for BVI users?
    - o Ans – Speech assistance for directions would be mandatory.

    - o How do these features assist you compared to standard navigation methods?
        - Ans – It helps accurately with finding rooms or halls.

- How important is the integration of voice assistants or tactile feedback in an indoor navigation app for you?
    - Ans – It does not work without voice assistant.

    - Can you give an example of how voice or tactile feedback has helped you in navigation?
        - Ans – -
- Would you prefer an app that allows customization based on the level of visual impairment?
    - Ans – Yes, that would be great

    - How would such customization improve your navigation experience?
        - Ans - -

Theme 3: Routing Preview

Scenario: Consider you as a freshman at a university with a huge campus, and who have back-to-back classes in different buildings. Navigating between them can be challenging, especially if one is unfamiliar with the campus layout. Today, you're running late for your next class and need to find the shortest route to get there on time.

Questions:

- If you were in a situation where you couldn't use your phone or a navigation app due to lack of data, how would you navigate between buildings on campus to ensure you arrive on time for your classes?
    - Ans - I will ask receptionist or nearby people.

    - What alternative methods would you consider using in this scenario? Have you ever encountered a similar situation before?
        - Ans - By mistake, I once went to sexton campus and asked there about class.

- Reflecting on your experiences navigating on campus, what strategies have you found most effective in finding the quickest route between buildings?
    - Ans - I find google maps to be the most effective.

    - Have you noticed any patterns or shortcuts that tend to make navigation easier?
        - Ans - Not noticed.

- How do you balance speed with familiarity when choosing a route?
    - Ans - Once got familiar with one route among others then one can easily get there on time.

- In a high-pressure situation where you're running late for class, how do you prioritize between finding the quickest route and ensuring you don't get lost?
    - Ans - Google maps always gives precise location and quickest route.

    - Can you describe a specific instance when you had to make this decision? How did you manage the time pressure while navigating?
        - Ans - A participant was late for class due to bus failure and used google maps to get to class.

- Suppose you had access to a campus navigation app specifically designed to help freshmen navigate between buildings efficiently. What features or functionalities would you expect or hope to find in such an app?
    - Ans:- Offline use of map in case of network failure would be one feature.

    - How do you think this app could enhance your navigation experience compared to traditional methods? Would you prioritize certain features over others?
        - Ans:- Offline preference of maps and precise route would be a priority over others.

General Questions:

1) **What considerations should be taken into account when designing campus navigation systems for campuses with diverse layouts and geographical features?**
   Answer: the main things that matters are layout and how up to date the app is. Sometimes they build new buildings or change paths, and the app needs to be updated. Different route options are also important, especially for accessibility.

2) **What are some common pain points or challenges that users typically encounter when navigating a large campus, and how can technology help address them?**
Answer: The main issue for me is finding specific spots. A map with landmarks and maybe even augmented reality would make it easier to understand where I am.

3) **How can campus navigation systems support emergency preparedness and response efforts on campus?**
Answer: In emergency, It can have an alarm feature, which point out exits, and give me live updates. Knowing exactly where to go in such a situation can make a big difference.