

Lab 2 – Scenarios and Contextual Inquiry/Questions

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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?
 - Ans - Organized a large conference. Guided attendees verbally, which posed challenges in clarity and understanding.
 - What were some of the challenges you faced in ensuring attendees could easily navigate the event?
 - Ans - Attendees struggled with verbal directions, preferring visual aids like maps or an app for clearer guidance.
- 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?
 - Ans - Attendees found verbal directions time-consuming and confusing. They expressed a need for clearer, visual guidance to save time and ensure accuracy.
 - Were there any common pain points or areas for improvement identified based on attendee feedback?
 - Ans - Attendees highlighted the importance of saving time and suggested the provision of visual aids or an app for easier navigation and quicker access to venues.

*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 - QR code sharing for the app would be beneficial, offering attendees instant access to detailed maps and venue information for efficient navigation.
 - How would you make sure that the attendees know that they are at the right place?
 - Ans - By cross-referencing registration and attendance lists, ensuring attendees check into the correct venue, thus confirming they are at the right place.

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 - I usually check floor numbers, consult maps, and follow directional signs, though I often face challenges in finding the entrance and the correct route, leading to time-consuming searches.
 - What challenges do you encounter in this process?
 - Ans - Finding the entrance, route and taking time to search.
- Have you used any indoor navigation apps for this purpose? If yes, how was your experience?
 - Ans - No, I haven't used any apps, relying instead on physical paper pamphlets for guidance.
 - What features did you find most useful or lacking?
 - -
- If you haven't used an indoor navigation app, what has prevented you from doing so?
 - Ans - I haven't had the opportunity to use such an app, as I've primarily relied on traditional methods of navigation.
 - What features would encourage you to use such an app?
 - Ans – Speech directions would be a compelling feature that would motivate me to use an indoor navigation app.
- How would you prefer to receive directions in the app - through visual maps, audio instructions, or a combination of both?
 - Ans - I prefer a combination of both visual maps and audio instructions.
 - Why do you prefer this method?
 - Ans – I find it to be the most effective way to navigate unfamiliar indoor spaces.

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?
 - Ans - Verbal instructions or usage of a tangible device.
 - Can you describe a recent experience where you had to navigate a new indoor environment?
 - -
- Have you used specialized indoor navigation apps?
 - Ans – No
 - What was your experience in terms of ease of use and accuracy?
 - -
- What specific features do you look for in an indoor navigation app designed for BVI users?
 - Ans - Speech instructions and confirmation of reaching the right place.
 - How do these features assist you compared to standard navigation methods?
 - -

- How important is the integration of voice assistants or tactile feedback in an indoor navigation app for you?
 - Ans - Very important.
 - Can you give an example of how voice or tactile feedback has helped you in navigation?
 - -
- Would you prefer an app that allows customization based on the level of visual impairment?
 - Ans – Yes.
 - How would such customization improve your navigation experience?
 - Ans – Ease up navigation.

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 typically rely on verbal instructions from others or the use of a tangible device, such as a tactile map or a white cane, to navigate unfamiliar indoor environments like a library.
 - What alternative methods would you consider using in this scenario? Have you ever encountered a similar situation before?
 - Ans - Asking someone would help in this scenario. I could not find entrance once and asked someone for it.
- Reflecting on your experiences navigating on campus, what strategies have you found most effective in finding the quickest route between buildings?
 - Ans - Clear instructions of entrances and internal connections between buildings are usually effective for this.
 - Have you noticed any patterns or shortcuts that tend to make navigation easier?
 - Ans - Internal connections such as tunnels or underground routes between buildings makes it easier.
 - How do you balance speed with familiarity when choosing a route?
 - -
- 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 - Use google maps in this situation when unsure.
 - Can you describe a specific instance when you had to make this decision? How did you manage the time pressure while navigating?
 - Ans – I took help to try to navigate using google maps and finding the fastest route with the help of two buses when I was late for my 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 – Customizable features and user preference for routes along with saving locations of classes in the schedule for easing up things.
 - How do you think this app could enhance your navigation experience compared to traditional methods? Would you prioritize certain features over others?
 Ans – Providing clear and accurate instructions while navigating. Prioritize mentioning the entrances for each building to not get confused.

General Questions:

- 1) What considerations should be considered when designing campus navigation systems for campuses with diverse layouts and geographical features?
 Answer:
 Different weather conditions affect how we move around, so the app should adapt to this and suggest other paths, not necessarily shortest, when it's raining or snowing.
- 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 biggest problem is outdated maps. I need a GPS-based app that shows me the quickest route. And for those huge lecture halls, indoor navigation is a must-have.
- 3) How can campus navigation systems support emergency preparedness and response efforts on campus?
 Answer:
 For emergencies, the app should be more than a map. It should act like an alert system, guiding us to safety and providing updates. Connecting with emergency services through the app would also be beneficial.