**Assignment 3**

* **Title :** Contextual Enquiry.
* **Problem Statement :** Conduct a contextual enquiry for the selected product/ system.
* **Objectives :** 
  + To understand the need of contextual inquiry.
  + To carry out contextual inquiry concept for Quotery.
* **Outcomes :** 
  + We will understand the need of contextual inquiry.
  + We will carry out the contextual inquiry for the selected product/ system Quotery.
* **Theory :**
  + Conceptual Inquiry
    - IT is a semi-structure interview method to obtain info about the context of use, where users are best asked a set of standard questions and then observed and questioned while they work in their own environments.
    - As users have been interviewed in their own environment, the analytical data is more realistic and reliable than laboratory data.
    - Conceptual inquiry is based on a set of principles that allow it to be moulded to different situations.
    - The four main components of conceptual enquiry are;
      * Focus
      * Context
      * Partnership
      * Interpretation
  + Structure of Contextual Inquiry
    - Introduction
      * Part of the interview where the interviewer and user establish trust and communication, declare purpose of product.
      * They will ask if the interview should be recorded and about start/stop.
      * They will assure that the confidentiality of users data is maintained.

The main body

* The researchers observe the users interaction with the product. They discuss what is seen.
* For Quotery we will test various interfaces and placements of options at different places on the screen.
* We divide the inquiry into 5 parts
  + What?
    - We will explain what the test is about.
    - We will test whether a layout has an impact on the time to smoothly navigate through the application.
    - Observations should be made on what users ask how they react to being asked and how they react to the test.

Who

* People who are involved can be
  + Students
  + Teachers
  + Working professionals

How

* Describes how the test is carried out.
* We will analyze how the users have performed by observing various characteristics they have demonstrated,
* We will give user a laptop
* On each layout we will record time taken to perform tasks.
* Data will be recorded.
* User will be thanked and another taken to perform the test.

Actions

* Were they distracted?
* Did they find the layout difficult to navigate?
* Were all the options clearly visible?

Emotions

* Happy to participate?
* Annoyed at any point?
* Engaged in the task?
* **Conclusion :** Contextual Inquiry has been conducted for the selected producs : Quotery