

**Time: 20 minutes Marks: 15**

| Name |  | ID |  |
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You are appointed as a lead researcher by the UNO (upazila executive officer) of Galachipa Upazila. Galachipa is an upazila of Patuakhali District in the Division of Barisal. As a lead researcher, your task is to design a socio-technical system to better support the homeless population of that area. Toward that goal, you decided to understand the lived experiences of homeless people. You visited the homeless shelters of the upazila, which provides clean, safe shelter to get through the night. Unfortunately, you were not able to talk with the homeless people while they are residing at the overnight shelters as they are exhausted and tend to fall asleep. To address this challenge, you contacted the local homeless support agencies that provide free meals at certain times on certain days. You volunteered for the meal service and that’s way you were able to get connect to a few homeless people. However, they were not willing to talk with you or share their problem while they are having their meals. Now, you need to figure out ways how you can uncover their daily routines, their lived experiences, challenges they face in their day to day lives, and design opportunities for support technology to provide better support for their physical, mental, and social well-being. *Please share a research plan to explore homeless people’s experiences considering the constraints of this under-resourced population group. In addition, please provide rationale for your decisions.*