

Title is Contextual Enquiry.

Problem Statement:

Design a contextual enquiry for the selected product/system.

Learning Objectives:-

1> To understand the need of contextual inquiry.

2> To carry out contextual inquiry concept for the selected product/System

Learning Outcomes:-

1> We will understand the need of contextual inquiry.

2> We will carry out the contextual inquiry for the selected product/system

Theory:-

Contextual Inquiry:-

a> It is a semi-structured interview method to obtain info about the context of use, where users are first asked a set of standard questions & then observed and questioned while they work in their own environments.

b> As users have been interviewed in their own environment, the analytical data is more realistic and reliable than laboratory data.

c) Conceptual inquiry is based on set of principles that allow it to be molded to different situations.

d) The four main components of contextual inquiry -

- ① Focus:- Plan for inquiry based on understanding your users.
- ② Context: Observe the customer doing their work in their env.
- ③ Partnership: Converse with them & uncover articulate aspects.
- ④ Interpretation: Develop shared understanding with customer about the aspects of work that matter.

- Structure of Contextual Inquiry:

a) Introduction:

→ Part of interview where the interviewer & user establish trust and communication, declare purpose of product and any other relevant information.

→ They will ask if the interview should be recorded and when the recording will start/stop.

→ They will assure that the confidentiality of users data is maintained.

b) The main body

→ The researchers observe the users interaction with the product. They discuss what is seen.

→ we will test various app interfaces & placements of options at different places on the screen.



→ We divide the inquiry into 5 parts.

1) What?

- (i) we will explain what the test is about.
- (ii) we will test whether the layout has impact on convenience and time req.
- (iii) Observations should be made on what user asks and how he interacts.
- (iv) User feedback can be obtained.

2) Who?

→ People who are involved.

- Working professionals.
- Peons and other workers.
- Maintainers.

→ variables that need to be observed.

- Age.
- literacy
- language.

3) How?

→ we will let user know about basic instructions.

→ let user use the machine for various cases.

- standard coffee.
- custom coffee.
- maintenance.

→ get user feedback.

4) Actions

→ were they confused?

→ were all the controls easy to use?

Emotions.

- Happy to participate?
- confused at any point?

Conclusion -

Hence, conducted a contextual enquiry for the selected system.