Kathmandu University

HUMAN COMPUTER INTERACTION
[COMP 341]

ETHNOGRAPHIC OBSERVATION

HeNNFAQ (Help Nepal Network E-Library Frequently Asked Questions)

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Chapter 1

Introduction

HeNNFAQ is a information site where teachers can get answers about the eLibrary system deployed in their school by Help Nepal Network.

1.1 Project Background

This website is developed in localhost server and runs offline. Web page contains question answer collection regarded the Help Nepal Network, E-Library installation,deployment, configuration and maintenance which will help teachers to search their problems and solve them imme- diately.

Chapter 2

Preparation

Preparation in ethnographic observation covers following points: understanding organisation policies and work culture,being familiar with the system and its history, setting some initial goals and gaining access to observe or interview. Our organisation for ethnographic observation was Shree Tulodaya Secondary School, Ambot, Parbat.

2.1 Organisation Policies

Shree Tulodaya Secondary School is a government school, hence it always runs under the norms of Ministry of Education, Government of Nepal. School runs the academic program from class one to ten. Course content are taught in english medium upto grade five. While the students of grade six to ten learn in Nepali medium. School always supports education related project to be carried out under joint co-ordination of School and other organisation.

2.1.1 Work Culture

Principal is the chief of that organisation.So principal is responsible for every internal and external affair related with the school.

2.2 Familiarization with the System

Being technical volunteers of Help Nepal Network E-Library Project it was easy for us to approach to the school, hence School approved our request.

Shree Tulodaya Secondary School is a government school and runs under the norms of Ministry of Education, Government of Nepal. So as a student this system was not different to us. The work mechanism of a government school is quite easy. Every activities are authorised by the princiapl.

2.3 Initial Goals Setting

Following were the primary goals of our ethnographic observation:

1. Get a clear perspective about the organisation.

2. To gather user requirements for developing the system.

2.3.1 Questionnaire

To make the ethnographic observation we had prepared some questionnaires that will be asked to the computer teacher of Shree Tulodaya Secondary School. Some of the questions are listed below:

Questionnaire were divided in two parts open questions and closed questions.

Open Questions

1 What do you know about library and elibrary?

2 How can elibrary help the students and teachers?

3 How will the school make sure of the maximum use of this elibrary?

Closed Questions

1 Do you have knowledge about browsing the internet?

2 Do you have technical skill to install the system to access it ofline?

3 Do you want a system which will answer your questions regarding elibrary?

4 Do you think a webpage about elibrary frequently asked questions would be beneficial?

2.4 Gain Access to observe or interview

We got the permission from school's principle to observe the school. The computer teacher also agreed for the interview.

Chapter 3

Field Study

Field study was carried out in the teachers workplace. The location of interview was the elibrary of Shree Tulodaya Secondary School. Firstly introduction and interaction was done and we started the interview by asking the questions that we have prepared earlier. First we began with the open questions and then closed questions was asked. Interview took about twenty minutes.

3.1   Outcome

Teacher was co-operative and gave full interest to our questionnaires. In addition to the questionnaires, he also provided information about the school and standard of students.

Chapter 4

Analysis

4.1 Data Collection

We got chance to collect different information about the students, teachers, course curriculum and the school.Thery are highlighted below:

School Although it was a government school it has sufficient infrastructure and manpower.

Students There are arround 250 students in the school. And arround 150 students from class 5 to 10 have regular access of the elibrary.

Teachers School has 15 teachers. They all have basic level of knowledge about computers. All of the teachers are well aware about internet and social networking site specially Facebook.

Course Curriculum Computer Science is introduced only in grade five and above. So the students below grade 5 donot have knowledge about computer.

Technical Skill None of the students and teachers have ever seen or heard about the Linux Based Operating System Edubuntu, localhost server or webhost server.

Interview Outcome After conducting interview with the computer teacher following information was provided:

Question: What do you know about library and elibrary?

Answer: I have sufficient knowledge about library and i make a regular use of library available in our school. But I have only heard about the elibrary before in the magazines and newspapers, but never seen or used in my life.

Question: How can elibrary help the students and teachers?

Answer: Now they can get additional information and knowledge except the book and curriculum.

Question: Do you have knowledge about browsing the internet?

Answer: Yes I have sufficient knowledge about browsing the internet.

Question: Do you think a webpage about elibrary frequently asked questions would be beneficial?

Answer: Yes, Ofcourse it will be benificial. I can learn how to use the system and teach those technique to the students.

4.2   Data Interpretation

After information gathering through the interview and thorough visit to the school. We found out that there as a potential necessity of a system which answers every questions regarding the use of elibrary. Otherwise the system will be just a show off for advertisement of school. Also we felt the need of redefining our goals.

4.3   Redefining Goals

We felt the importance of adding few points in our goal setting which are highlighted below:

1 HeNNFAQ should consists the questions about Linux based Operating System i.e. Edubuntu. Until and unless they know to use the operating system they will not know to use the elibrary.

2 Adding other materials except faqs like video, pictures and music would help them learn more about elibrary and the operating systems as well.