ASSIGNMENT NO:3

Title : Contextual Enquiry.

Problem Statement:
Design a contextual enquiry for the selected product/ system.

Learning Objectives:
1) To understood the need of contextual inquiry.

2) To carry out contextual inquiry concept for the selected product/ System - GitHub.

Learning Outcomes:
1) We will understand the need of contextual inquiry.

2) We will carry out the contextual inquiry for the selected product / system - GitHub.

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 (GitHub). They discuss what is seen.

→ For GitHub, we will test various app interfaces & placements of options at different places on the scree

→ We divide the inquiry into 5 parts.

1> What?

(i) we will explain what the test is about.

(ii) we will test whether a layout has an impact on the time to smoothly navigate through the application

(iii) Observations should be made on what users ask, how they react to being asked & how they react to the test.

(iv) User feedback can be obtained in a qualitative or quantitative way.

2> Who?

→ People who are involved can be

- Students.
- Teachers.
- Working professionals.

→ Variable that need to be observed.

- Age
- Gender.
- Area of study.
- Git knowledge.
- Personality
- Language.

3> 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 the user a laptop.
→ Then we will give them instruction verbally or display on screen.
→ We will present them GitHub, ask them to create a repository, write some code, create an organisation & pin repositories.
→ On each layout, we will record the time taken to perform the tasks.
→ The data will be recorded.
→ Then the user will be thanked & another user is 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 a task?

Conclusion:-
Hence, Conducted a contextual enquiry for the selected product/ system.