

Contextual Inquiry Tasks

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CONTEXTUAL INQUIRY

This method involves observing people in their natural context and asking them questions to fill in the gaps of the observation. It provides information about the context of use, which is website usability and navigation in our case. The moderator observes how the user performs tasks while having them describe what they are doing through their interaction with the website. The moderator will listen, take notes, assign tasks, and ask questions. This is like unmoderated remote usability testing (URUT), but more interactive and provides qualitative data which uncovers user mental model, so that we can see how the user interprets the website and navigates within it in real-time.

We will ask them to share their screen while they are looking through the website. We will assign tasks one-by-one. This will simulate being beside the participant, like in a proper contextual inquiry. We will ask them to describe what they are doing while they are trying to complete the tasks, such as “I am now going to this page because this is where I think the information will be” or “I am now clicking this button.” This will allow us to uncover what users are thinking when they visit the website and how the navigation should be re-designed based on their errors (e.g., we should place that content there because that is where the user thought it would be.).

It is *important is to let the users know and understand that they are not the ones who are put to test, but rather the [website] is with the participants carrying out the test.* (<https://userpeek.com/blog/contextual-inquiry/#t-1592897320476>)

THE PROCESS

Introduction

- Moderators should make introductions about themselves, what the research is about, and what the process will look like
- Ask if they have any questions about the consent form
- Mention that they are not the ones being put to test, but the website is
- Ask if the meeting can be recorded for research purposes

During Contextual Inquiry

- Give tasks, ask questions, and write notes
- Two roles: (1) facilitator and (2) note-taker

Wrap Up

- Discuss any concluding thoughts or recommendations the participant may have

SCRIPT (this is more of a guideline)

[Introductions] - Amanda and Julia

The purpose of this contextual inquiry interview is to see how users like you navigate through the WRSPC website and what problems you may encounter when trying to find certain information. We will be asking you questions and giving you tasks to complete. This will allow us to see whether certain content on the website is buried as well as identify other issues within the website. While you are trying to find information, you will be asked to narrate your process - what you are doing and why. For example, what are you clicking on when trying to find the information and why you are clicking there. Don't worry, we will guide you through the process.

It is important for you to know that you are not the one being put to test here, the website is. Before we begin, do you have any questions about the consent form we sent you?

Do you agree to the above and consent to participation in this project?

Do you consent to having this virtual meeting recorded?

You may now go to the WRSPC website and share your screen with us.

TASKS

1. For the first task, we ask you to **please try and find the “Why... Support After Suicide Loss” group**. While you are searching for it, do not use the search engine and please try your best to describe what you are doing, along with any issues or frustrations you may be encountering.
 - *Optional:* Navigate through that page and let us know what you like and do not like about it.
 - *Optional:* Is the information clear, and do you know how you can sign up for the group?
2. Now, can you **please go to the home page without clicking your browser's back button?** Try and find the “home” button.
 - If they figure it out, do not say anything and move on to the next task.
 - If they cannot figure it out, let them know how, and ask: *Do you think it would be useful to have a “Home” button somewhere on the page?*
3. Now that you are on the home page, imagine you are a parent, and your child is struggling with mental health. **Where could you find information and resources that could help you support your child?**

4. **You are an adult who is not in immediate crisis, but you are looking for mental health support options in the Waterloo Region.** Where could you find resources that can be accessed in this situation?
5. **Imagine you are a journalist who is looking to learn about what kind of language to use when reporting on suicide.** Where could you find information about safe language?
6. **You are looking for information on managing your own stress and promoting mental health.** Where do you look?

Final open-ended questions

- Were these tasks reflective of what people might be looking to do on our website?
- What else do you think people might be using our website for aside from the tasks we have given you?

Concluding question

- Is there anything else you would like to tell us, such as if we missed anything or if you have any additional feedback or recommendations?

Our next steps will be to take our survey results from the survey we created, and the results from these interviews, and use those to create a set of tasks for redesigning the website. We hope to create better navigation within the website.