

Contextual Inquiry Script for DH 110

Malecha Zaman

Objectives

I want to learn about:

- What methods people use to store and keep track of their family memories
- How difficult it is to maintain a record of family memories
- What they wish could be improved about the process
- Understand people with different family dynamics and what they categorize as a “memory”

Introduction

Hi [name], thank you for participating! Today I'll be trying to understand a bit about how you log your memories with family online, and what works and doesn't work for you. I'm not evaluating you in any way, and there are no right or wrong answers. With this, I hope to design my website to better serve people like you, so please feel free to do things the way you would normally.

We'll start off with some background questions, and then move into doing some online searches. In answering the questions, it might help to think about the last time you did this activity. In the searches, I will ask you to show me how you do things on the computer and ask you questions to better understand what you do. Please feel free to say anything that comes to mind. You can talk about things you like or dislike.

I will be recording your screen and your voice so I can go back and make sure I get everything right. I won't use your name in connection with the recording or the results. Everything is completely confidential.

How does that sound to you? Do you have any questions?

Background Questions (5 mins)

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[Variables] Could you tell me your name and age? Could you tell me a little about what you're interested and passionate about?

[Variables] Do you like to take pictures often? If so, why?

[Variables] How often do you spend time with your family?

[Variables, Opportunities] Where do you usually use your computer? What activities do you usually use it for?

[Activities] Do you prefer physical photos or digital, and why?

User Activity (35 mins)

- A. [Physically logging a family memory] Can you roughly sketch how you would personally organize a family memory in a scrapbook or family album for me?
- B. So for this activity, I want you to look up images of family archives. You can phrase that however you'd like, try different keywords, and see what comes up.
- C. For around five minutes, search around and please talk out loud to explain your reactions to the images, what you liked, didn't like, or hoped to see.
- D. Would your family archives look like these photos? How would you imagine your family archive to look like?
- E. [Digitally logging a family memory] Say you want to archive a lot of your family photos, possessions, videos, and more. Where would you go to upload all this media online and organize it?
- F. Now I want you to look up a website where you can start a digital family archive. You can search any phrase you like and click on a site that looks interesting to you.
- G. [Exploring the site] Try to find some samples and tell me what you like and don't like.
- H. Are there additional options you would like to see?
- I. Let's say you want to collaboratively work on the album with another family member. Do you think they would be able to navigate the site and help you out? Why or why not?
- J. [Have them choose between family tree or organizational format] Suppose you want to organize your albums for each member of your family. Can you sketch out how you

would sort or visualize members of your family?

- K. Say you want to write a biography for one of your family members. Can you sketch what information you would include for any family member of your choice? You can include anything you like, such as pictures and words. Let me know when you're finished.
- L. Are there any additional options you would like to see to add to your family member's album that can only exist on a digital platform? (eg. videos, audio recording, description section)
- M. Why are these options important to you?
- N. How would you find an album that you would upload online? Would you have an album ready or would you have to organize the photos beforehand?
- O. Would you have preferred to upload photos manually, one by one, to an online digital album? Why or why not?

After searches (10 mins)

[Put these questions after the observation, so as not to prime or bias the user's search behavior]

Searching for Family Memories

[Frequency of Activities] How often do you look back or add on to your family memories?

[Information to record] What information would you want to include in your family memories?

- Date?
- Photos?
- Videos?
- Stories?

[Process of search] In your opinion, what is the most important form of family memories to you?

[Motivation] What usually prompts you to add something to your family photos?

[Process of search] What do you usually do to search for old photos?

[Goals of search] When you search for these family memories, what kinds of things are you looking to find? (don't prompt unless they get stuck)

[Goals of search] Who do you search these photos for (eg. yourself, others, classmates)?

Problems

- What difficulties do you face when searching for a specific family photo or video?
- Do you find it difficult to consult another family member for family memories?
- Do you think having your family photos and videos on an online platform would be more reliable? Why or why not?
- Have you ever lost a family photo or video that you wish you could revisit? Was it physical or digital? How did you think it got lost?

Other questions

- Do you like taking photos on film, and if so, have you considered preserving these photos digitally? How would you go about preserving physical photos digitally?
- Do you think you would care about keeping track of your entire family tree, or just members you feel are more important to you?
- Would you prefer to keep track of your family memories digitally or physically? Why?

Wrap-up

- Do you have any additional thoughts on this discussion? Do you feel like it was engaging?
- I've been asking you a lot of questions. Is there anything you want to ask me?