

# Group 9

CCT485

A3.5 – Revised Contextual Inquiry Protocol

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## **TEAM MEMBERS**

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## **Contextual Inquiry Protocol**

1. Project Title: e.g., “Interviews and Observations of UTM Students”.

2. Investigators:

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3. Purpose: The purpose of our research is to understand University of Toronto students to help us derive issues in the process of exploring school activities and events. A brief description of our design problem is: students have a hard time finding or discovering events they may be interested in.

4. The process to be followed: We will brief the participants about the purpose of the study. We will then engage the participants in a contextual inquiry-based off a semi-structured interview. We will also, with their permission, make observations as follows: verbal behaviors including what they are saying in reaction to the study (sighs, squinting, mumbling), and nonverbal behaviors including body actions (eye-rolling, signs of stress or frustration).

5. Participant selection: Participants will be chosen from students from the class, and selected according to whoever is free at the time.

6. Relationships: Our relationship to the participants may be described as follows: The participants are fellow classmates.

7. Risk and benefit: There will be minimal risk to the participants, for example that they feel that they have wasted their time. The only benefit will be to contribute to the education of the investigators. Participants are free to withdraw before or at any time during the study without the need to give any explanation.

8. Consent details: We will brief the participants about the purpose of the study and ensure that they verbally consent to participate.

9. Compensation: Participants will receive no compensation.

10. Information sought: The information to be sought is described in the attached: asking questions in a semi-structured interview.

11. Confidentiality: Information will be kept confidential by the investigators. Names or other identifying or identified information will not be kept with the data. The only other use will be to include excerpts or copies in the assignment submitted, but names and other identifying or identified information will not be submitted.

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*Protocol template was taken from CSC318*

## Contextual Inquiry Script

### **Introduction:**

1. Greet the participant

*Hello! My name is \_\_\_\_\_ and this is my partner \_\_\_\_\_.*

2. Go over the contextual inquiry protocol with the Participant

*Our study today is about how students find events on campus. We'll ask you some questions and give you a scenario.*

3. Ask for consent to record and research participants actions.

*Before we begin, are you ok with us taking notes about your behavioral patterns and your actions in all steps of our process?*

- a. If they agree, continue to step 4
- b. Otherwise look for a new participant.

4. Ask participants if there any further questions prior to starting the experiment

*Do you have any other questions before we begin?*

### **Experiment:**

5. Ask the participant to start the study, by introducing task 1

You are a struggling student on campus looking for an event that offers free food today.

How do you search for a free food event? You may use any resources available to you.

*Please employ the think aloud method. To refresh your memory, this method requires you to say whatever comes to mind as you complete the task we've given to you.*

- a. If the participant is unable to complete task 1, ask if the participant to conduct task 2

If participant gives up easily (i.e. gives up trying to find an event after exhausting all resources within 1m30s): Look for any event for today that sparks your interest, this can be local to campus or outside.

### **End:**

6. Ask if participant has any questions. Open for discussion.

*Do you have any questions for us? What did you think about the task?*

7. Ask participant to fill out post-study survey.

*Please fill out this survey!*

## Contextual Inquiry Outline

### **Concluding questions**

Questions that will be asked after conducting the research, this is to help with analyzations and finding potential correlating patterns.

- Are you an active member of any clubs on campus? If so, which one(s)?
- How many hours a week outside of classes do you spend on campus?
- Do you work on campus?
- Do you use any social media and if so, which ones the most often? \*

### **Context**

*\*Note: Depending on social media that the participant uses, use \_\_\_\_ to find \_\_\_\_ event*

#### **Task 1**

You are a struggling student on campus looking for an event that offers free food today.

How do you search for a free food event? You may use any resources available to you.

*Please employ the think aloud method. To refresh your memory, this method requires you to say whatever comes to mind as you complete the task we've given to you.*

#### **Task 2 (Conditional)**

If participant gives up easily (i.e. gives up trying to find an event after exhausting all resources within 1m30s): Look for any event for today that sparks your interest, this can be local to campus or outside.

### **Survey questions**

Questions that will be asked post-study, this is to help with analyzations and finding potential correlating patterns.

- What year are you in? What program?
- Are you an active member of any clubs on campus? If so, which one(s)?
- Do you attend events on campus? If so, approximately how many do you attend per semester?
- How actively do you seek events on campus?