

# Contextual Inquiry Script

Date: 21 April, 2023

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Script (session length: 30 minutes)

Participant Name: Emmilee and Jazmine

Time/Date: 21 April, 2023 5:00pm

Location: Apartment

## Objectives:

- Learn user's go-to method for catching up with friends online
- Learn how they would watch movies and shows with friends in quarantine
- Are they familiar with discord and observe usage

## 1. Introduction

Hi! We are here to learn more about your experiences with connecting with friends and family over long distances. The goal is to create an app that is simple to use, so I want to hear about your experiences with apps in order to make a better product.

Thank you for participating!

We're not evaluating you in any way, but we're learning from you about how you look for information online and what works and doesn't work for you. With this, we hope we can make our product better for people like you. There are no right or wrong answers to any of the questions I'm asking in this study - we're simply interested in understanding how you share media with friends or how you would approach discord. We will conduct this study mostly as a

discussion - I will ask you to show me how you do things and ask you questions to better understand what you do.

Here's how the session's going to be scheduled. We'll ask you a few general questions about how you share media and catch up with friends. Then we'll go through the activities you do and some in discord as well. While you are working on the discord tasks, we'd like you to think out aloud, which means you give a running commentary of what's going on in your mind. You can talk about things you like or don't like. Feel free to say anything that comes to your mind; don't worry about offending us since we didn't design this product.

We will record a little video of you so that I can go back and review things later and make sure we get everything right. We won't use your name in connection with the recordings or the results. The videotapes will only be used internally and never shared anywhere with anyone.

How does all that sound to you? Do you have any questions at this point?"

## **2. Interview**

### *Background:*

- Could you tell us your name and a little bit about your major?
- Why did you choose that major?
- Do you use your computer a lot for your classes?
- What apps do you use to connect with classmates?

### *General:*

- How old were you when Covid hit, and what grade were you in?
- What did you do for fun to stay busy in quarantine?
- How did you connect with friends?
- Were there any frustrations during this time?
- Ant technology frustrations specifically?

- Have you ever watched movies with your friends online? How would you do that?

### **3. Observation**

Earlier I asked you about some activities you used to do online.. Let's do them! When you're doing these tasks, use whatever websites/tools you'd normally use, and please think aloud.

*Start observation.*

*Understanding the activity (1) ...user activity choice*

- Choose an activity you did with your friends over covid!
- {origin of name activity} What made you think about this task? (Or.. what's the origin of this task?)
- {activity strategy} How do you decide what method {ex. tool/resource..} to use?
- How much time would you spend on an activity like this?
- {satisfaction} Are you satisfied with the method you used for this activity? How do you decide if you have mastered what you want to learn?
- {results assessment} Why did you choose this particular {methods/ tool}? Can you say why it seems particularly good (or poor)?

*Understanding the activity (2) ...share a movie with friends*

- How would you share a movie with friends? Lets try and see if it works
- {activity strategy} How do you decide what method {ex. tool/resource..} to use?
- How much time would you spend on an activity like this?
- {satisfaction} Are you satisfied with the method you used for this activity? How do you decide if you have mastered what you want to learn?
- {results assessment} Why did you choose this particular {methods/ tool}? Can you say why it seems particularly good (or poor)?

- How well do these methods work for you?

#### **4. Problems with Connecting Online**

- {difficulty in tech} Have you ever had any problems when keeping in touch with friends or finding online activities?
- How do you figure out WHICH site works best for you and your friends?
- Do you have social activities (forums or groups) to keep you actively in touch from time to time?

#### **5. Different kinds of apps**

- {NOT using the web for info} Are there any kinds of apps that you do NOT attempt to use when connecting with friends? If so, what do you do in these cases?

#### **6. Wrap-up:**

- {latent desires} If you could create a magical tool that would allow you to share content and connect with friends as you want, what would such a tool be? How would it work? What areas would it cover?
- I've been asking you a lot of questions. Is there anything you want to ask me?

Thank you!