Micro survey top topics we’ll review today:

Project Users

The difference between interactions and interfaces

Micro-Survey Topics (see webpage Q&A for additional subjects)

Users:
- You will be studying people and their tasks; Users should be experts with a specialty. They need to have very specific tasks that an average lay person could not do without training. Stay away from tasks that anyone could perform without training. Seek out friends/relatives who are professionals working close by. If this doesn’t work, you can study students in a completely different major. The less you know about your users’ work, the better.

Interactions and Interfaces:
- Think back to what you have to do to register for a class; the abstract activities:
  - Search classes taught in the spring to find one you think might interest you
  - Find out more information about what is in the class
  - Find out if it will work with your schedule; so, when is it taught, what does your current schedule look like
  - Find out if there is room in it
  - Sign up for it; if no room add yourself to the waiting list
  - Plus easy ways to loop back without losing prior info, such as what classes you’ve already investigated!
- Now think back to what you had to do on the registration website to do each of these things. Just about everybody groaned when this system was mentioned on the 1st day of class – perhaps the physical interface as presented by the website didn’t match the user interactions that needed to occur to do the job.

This week:
- In-class interview practice Wed
- Pre-work – on-line shopping
- Readings
  - Chs 3, 4, 6
  - 2 slide packets

Due Fri: Project Proposal in Canvas

Last time ...

Older interactions exist even today

Visions don’t always fit into neat categories, there is room for debate

Today ...

1. Overall goals of Contextual Design; where does Contextual Inquiry fit in, what are its components
2. How the project and its parts map to CI and the rest of CD
3. Principles of Contextual Inquiry
4. An example of a field interview
5. In-class activity in your teams to analyze interview for CI principles; self-evaluation – both must be turned in for credit
6. Micro-survey
7. My example pre-work for Wednesday’s in-class interview practice
Contextual Inquiry

Learning objectives:
1. Understand where contextual inquiry fits into the contextual design process
2. Understand the 4 principles of CI
3. Understand different relationship models possible for a CI field interview, their uses and how to recognize and move in or out of them appropriately
4. Apply this knowledge to an interview excerpt

Contextual Design Goals
Contextual Design

Contextual Inquiry
- need to be concrete and changeable
- work practices usually intangible
- must find common patterns across many users
- use consolidated work model to drive work redesign
- contextual inquiry

Design tasks
- design of the new work practice
- design company changes that all new work practice
- system design must match users' work model closely enough to transition to new work practice
- all systems impose a work model

Design questions
- What matters in the work?
- How should the work be changed?
- How should the system be structured?

Design system
- systematic response needed for system work model to be coherent

Prototype
- does it preserve the intent of work practices that need to be preserved?

Evaluate
- does it support required intants in the new work practice?

Implement
- see breadth of data without being overwhelmed
- see detail and also meaning
- make important issues stand out
- creates single focus
- deliver in pieces useful on their own that grow into vision
- while org structures try to pull design into parts based on the org structure
- see common structure/patterns and also variations
- have data to allow designers/implementer to move forward

Overarching goals
- Representation: see work practice and system structure as a whole
- Support vision of complete solution
- Make work, system concrete, explicit, sharable

User Environment Design
- Work Redesign
- Consolidation
- Work Modeling
- Interviews & Observations

Prototype Evaluate Implement
- Does it preserve the intent of work practices that need to be preserved?
Contextual Inquiry Principles
Example (Contextual Design, 2nd edition)

Suppose you are working on a specialization of a car navigation system that is targeted towards people going on road trips to several locations over a few days. Locations can include customers, potential customers, shops, restaurants, attractions, etc. The duration of each location visit is short, no more than 2-3 hours, so there are several destinations within a day. Often there are appointment or reservation times involved, and getting lost is not an option.

Example – part 1 (15 min)

*Read the dialog of a field interview. In your project group, answer the following questions (legibly!) on the handout:*
1. This user is a sales person. In order to get data from other kinds of potential users of the specialized navigation system, what is one other kind of person you should interview?
2. What type of interview is this? Why?
3. What is the relationship model being used? How can you tell?
4. How does the interviewer present an interpretation of the user’s actions?
5. What are 2 observations you see about the way the interviewer gets data that will be useful to the project?

Example – part 2 (10 min)

*Swap your answers with another group:*

1. Discuss their answers among yourselves and make notes for them:
   - things you agree with
   - things you think could be interpreted differently
   - things you think they should have considered
   - things they wrote you wish you’d thought of

2. Turn in your papers; we’ll return them to you next class for your reference.