

# CS 160 SP 2006: Contextual Inquiry and Task Analysis (Group)

**Due: Wednesday, Feb 15, 2006**

## Overview

In this assignment you will use the contextual inquiry methodology to learn more about the work practices of your target customers. The interviews will help you perform a task analysis of your idea. Finally, you will design rough sketches of your proposed user interface. Make sure you get an **early start** on this assignment. It takes time to schedule users for interviews, and the bulk of the assignment is based on interview data.

## Requirements

1. Interview at least three (3) target customers (no CS160 classmates) using contextual inquiry.
2. Choose new and existing tasks. Describe six (6) tasks in moderate detail that users will perform with your application. There should be two (2) each of easy, moderate, and difficult tasks.
3. Answer the standard task analysis questions. If the answers are the same for all tasks, say so. But make sure to distinguish questions that have different answers for different tasks.
4. Based on your analysis and tasks, explain your proposed interface. Describe in text and support your description with rough sketches of important screens.
5. Choose one each of your easy, moderate, and difficult tasks and develop a scenario (a sequence of screen shots or dialog segments for your application to perform that task) for each. That gives a total of three (3) scenarios.

## Deliverable

You will submit one copy of a printed essay of no more than 6 pages of text in class. You must also put a copy of the essay online. Your essay should follow the outline below and will be graded using the writing guidelines detailed later in this handout.

1. Each team member's name and role.
2. Description of customers (one long or three short paragraphs). For privacy reasons, **do not use real names or identifying information** about your subjects.
3. Problem and solution overview (short, 1 paragraph)
4. Contextual inquiry interview descriptions and results (1 page)
5. List of new and existing tasks (1 page)
  - a. Six (6) tasks your application will support (2 each of easy, moderate, difficult)
6. Task analysis questions (3/4 page)
7. Interface design (3 pages)
  - a. Functionality summary (what you can do with it)
  - b. User interface description and sketches (how you use it)
  - c. Three (3) scenarios of example tasks with sketches
8. Any additional sketches (online only, not part of page limit)

# **Writing Guidelines**

## **User Group (4 points)**

Describe the rationale behind your choice of target customers. For each of the three (3) customers, give some details of their background, their likes/dislikes and priorities. Avoid personally-identifying information.

## **Problem and solution overview (2 pts)**

This overview should be a concise statement of the problem you are tackling and a brief synopsis of your proposed solution.

## **Contextual inquiry interview descriptions and results (10 pts)**

Summarize the process you followed when conducting the interviews, and the environment where you observed their work. Identify tasks and themes that the customers shared in common in their work practices. Then, note anything unique about each interview and comment on the rationale behind these events.

## **New and existing tasks (12 pts)**

Choose 3 new and 3 existing tasks (easy, moderate, hard for each) and describe them. These should be real world tasks that have details (e.g. getting traffic info). These tasks should not have any specific relation to the exact interface you will propose next.

## **Task analysis questions (10 pts)**

Answer the standard task analysis questions. Use examples from your interviews when applicable.

## **Interface design (12 pts)**

Give a rationale for your design ideas. This section should clearly indicate the functionality of your artifact and what the user interface will be like (described and sketched -- references the figures in your text). You should then describe three scenarios of how someone would use it to accomplish three of the tasks above. Scenarios include the steps customers will go through to accomplish the task. You should include "storyboards" of the sequences described in your three scenarios. The solution section should be the bulk of the write-up and take approximately 3 pages.