

2) Contextual Inquiry Plan

Project introduction

The product we intend to create is aimed at aiding students schedule the classes easily with certain issues critical to them.

Talking points

Greeting

Introduction to product.

What will happen today.

If the interviewee requires something, let us know if we can provide it.

Disclaimer, if participant is uncomfortable doing any task or answering any question they elect not to do so.

User may ask interviewer for clarification or resources at anytime.

May ask user questions while users perform tasks.

Preliminary Questions

Demographics:

Name, Age, Major, Year

Where do you live?

Transfer student?

How far do you live from campus? How do you get to campus?

Do you have a computer? Platform?

Do you take Decal classes?

Do you have research?

Are there other activities that you tend to do often during days when you have class?

How far in advance do you plan your schedule of classes?

What is your most important priority when deciding which classes you are planning to take?

What other factors play a role in choosing your classes?

Ask the user to demonstrate Primary **Task**

Task (Primary): allow user to take broad interpretation of the question.

- Demonstrate process of signing up for classes

Ask user to perform Secondary **Tasks**.

Tasks (Secondary): have user perform specific tasks we assume they need to in order to perform task.

- Demonstrate checking schedule of classes for the current semester.

- Do you use any other class scheduler they might use like Amman's or FinalDistance or any other scheduling application like MS Outlook? If so, please demonstrate it.

- Demonstrate process to checking degree/graduation requirements?

- Demonstrate how the user adds non-academic activities?

Secondary Questions

Is there anything about the current system of finding graduation requirements that you would rather see improved? If any, please explain.

Is there anything about Telebears and Bearfacts, in terms of finding information or presentation, that you'd rather see improved?

What do you like/dislike most about the Telebears, Bearfacts and schedule?

How often do you look at your schedule and how do you check it?

How stable is your schedule? i.e. how often do you change your schedule after the beginning of the semester?

How would you like your schedule displayed?

Do you share your class schedule with your friends? If so, how?

Would you like the process of signing up for classes to be automated so that it can sign up at the minute your Telebears session starts?

Ask the user for any suggestion that they might have with what other feature would they like to see in the product?

Additional Questions

How important is finding the graduate requirements (1-5)?

How important is distances between classes (1-5)?

How do you get around campus?

Do you use AC Transit to get around campus?

Do you bike around campus?

Walk?

Do you have any disabilities that restrict you from roaming around campus freely? If yes, please explain.

How much weight are you usually carrying on you?

Wrap-up talking points

Thank you statement.

Ask for any last thoughts that might have been missed during the interview.

Any additional thoughts on the subject?

Any thoughts on how we conducted the interview?

Goodbye.

Gathering Information

The plan is to have two or three members of the group participate in each interview. For cases with two interviewers only, the first two roles will be combined.

- **Primary interviewer:** will follow above interview questioning.
- **Observer 1:** details of the structure of the interview, the expressions and reactions of the interviewee and other details relating to the environment we were interviewing in.
- **Observer 2:** short-hand all that the interviewee speaks.
- **Tape Recorder:** we will record each interview.

Inter-Interview Changes

Changes from v1 -> v2

- **Major Change:** Moved geographic questions from secondary to additional as to not skew comments on suggested features.
- Reorganized by KW since he was primary interviewer for all interviews
- Bulleted Roles
- Removed show website in wrap-up, since we don't have one yet.
- Removed presentation date in wrap-up, since we don't have one yet.
- Moved Key Tasks into interview.

Changes from v2 -> v3

- **Question Changed:** "Is there some other activity, like sports, go to the gym, club meetings etc that you tend to do often during days when you have class?" replaced with "Are there other activities that you tend to do often during days when you have class?"
- **Question Changed:** "How do you prioritize the class you are planning to take?" replaced with "What is your most important priority when deciding which classes you are planning to take?" to gain more specific knowledge on priority rather than any relevant information that the subject comes up with.
- **Question Added:** "What other factors play a role in choosing your classes?"
- **Question Moved:** "How far in advance do you schedule your classes?" moved in front of priority related questions since priorities led logically to demonstration of the primary task.

Changes from v3 -> v4

- **Question Changed:** "Do you find it useful to share your class schedule with your friends?" replaced with "Do you share your class schedule with your friends? If so, how?" since we found usefulness was not what we wanted information on rather methods used to share.