

# Group Assignment 2: Contextual Inquiry and Task Analysis

**Date Assigned:** Wednesday, February 13, 2013

**Date Due:** Wednesday, February 27, 2013

**Points:** 55 pts

In this assignment you will use the contextual inquiry methodology to learn more about the work practices of your target users. The interviews will help you perform a task analysis of your idea. Finally, you will design rough sketches of your proposed user interface. Be sure to make an early start on this assignment. It will take time to schedule users for interviews, and the bulk of the assignment is based on your interview data. Remember, **there are no extensions** for group assignments.

## Requirements

1. Interview at least three (3) target users (no classmates) using contextual inquiry.
2. Answer the 11 task analysis questions:
  - a. Who is going to use the system?
  - b. What tasks do they now perform?
  - c. What tasks are desired?
  - d. How are the tasks learned?
  - e. Where are the tasks performed?
  - f. What's the relationship between user & data?
  - g. What other tools does the user have?
  - h. How do the users communicate with each other?
  - i. How often are the tasks performed?
  - j. What are the time constraints on the tasks?
  - k. What happens when things go wrong?
3. Describe 6 tasks in moderate detail that users will perform with your application. There should be two (2) each of easy, moderate, and difficult 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. You should include a sequence of screen shots or dialog segments your application will use to support 3 (one easy, one moderate, and one difficult) of the 6 tasks you chose earlier.
5. Finally you should explain how your application differs from existing applications.

## Deliverables

You will submit a write-up of roughly 7-12 pages of text and sketches. Your write-up should follow the outline below and will be graded using the writing guidelines described below.

- Each team member's name and a short description (one sentence per person at most) of how they contributed to this assignment. Be sure to mention what role they played.

- Description of users (1 short paragraph per person). Give a bit of relevant background on each subject. For privacy reasons, do not use real names or identifying information about your subjects.
- Problem and solution overview (short, 1 paragraph)
- Contextual inquiry interview descriptions and results (1-2 pages)
- List of tasks: 6 tasks your application will support; two each of easy, moderate, difficult. (1 page)
- Task analysis questions (1-2 pages)
- Interface design (several pages)
  - Functionality summary (what you can do with it)
  - User interface description and sketches (how you use it)
  - Three (3) scenarios of example tasks with sketches
  - Any additional sketches

## Writing Guidelines

- **Target Users** (4 points): Describe the rationale behind your choice of target users. For each of the three customers, give some details of their background, their likes/dislikes and priorities. Avoid information that may reveal their identity.
- **Problem and Solution Overview** (1 pt): 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** (15 pts): Describe the process you followed when conducting the interviews, and 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.
- **Task Analysis Questions** (5 pts): Answer the 11 task analysis questions. Use examples from your interviews when applicable.
- **Analysis of Tasks** (10 pts): Choose 6 tasks (2 easy, 2 moderate, 2 difficult tasks) and describe them. These should be real world tasks that have details.
- **Interface Design** (20 pts): Give a rationale for your design ideas. This section should clearly indicate the functionality of our 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 several pages.

Turn in a printout of your report at the beginning of class on the day that it is due.