**Class 6, Thursday 9/6 12, Contextual Inquiry, Information Gathering**

**Class 7, Tuesday 9/11/12, CI, Inf Gath, continued**

**INLS 582, Systems Analysis**

**Class 6**

**Prep: ConInqNotes1.pptx**

**Class: ClutterDisc.pptx**

**Preparation:** Read

* [Swan, L., Taylor, A., & Harper, R. (2008). Making place for clutter and other ideas of home](http://libproxy.lib.unc.edu/login?url=http://doi.acm.org/10.1145/1375761.1375764). *ACM Transactions on Computer-Human Interaction*, 15(2), Article 9
* Beyer & Holtzblatt, Ch. 2, Gathering Customer Data & Ch. 3, Principles of contextual inquiry.

**Business:**

* Q's on problem definitions?
* wiki q's

**Activities:**

1. Small group discussion of Swan et al. Exercise: given symptoms drawn from Swan, how do they translate into symptoms/problems in a work setting (rather than home setting)? What are the risks to an organization of these problems?

2. Interview exercise: In pairs, interview on a task. Then in 4's, discuss process, questions, results.

3. Highlight 4 principles of CI and relationship to the interview questions.

**Class 7**

**Prep: ConInqNotes2.pptx**

**Class**

**Preparation:** Read

* Beyer & Holtzblatt, Ch. 4, Contextual inquiry in practice.
* [Gellatly, A., Hansen, C., Highstrom, M & Weiss, J. (2010). Journey: General Motors' move to incorporate contextual design into its next generation of automotive HMI designs](http://www.auto-ui.org/10/proceedings/p156.pdf). *Proceedings of the Second International Conference on Automotive User Interfaces and Interactive Vehicular Applications,* 156*-*161.

**Business**

* Qs on problem definitions?
* wiki q's
* review team selection process.

**Activities**

Discussion of GM article.

* Identify major themes and concepts in the Contextual Inquiry.
* Is there a problem they are trying to solve?
* CI emphasizes observing actual setting and work. What did you think about their selection of drivers? Are there other aspects of the driving experience they should have included in their information gathering?
* How similar are you to their findings? If you are different, how?
* Given what they learned, are there different/additional themes of design goals you would suggest?