

Contextual Inquiry (CI)

rapid ethnography for HCI

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1. go to the user works
2. observe the user working for 3 hours
3. talk to user about the work

Steps of a CI interview

1. introduce yourself, get consent, explain that you will observe, explain the focus of your research
2. observation
3. wrap-up interview.

Observation: Master / Apprentice Model

master (user) is teaching you (researcher) how to do their job while doing it

you can ask why question.

you take notes
→ concrete as possible

You and your research team observe many users, and many researchers observe each use

Wrap-up interview

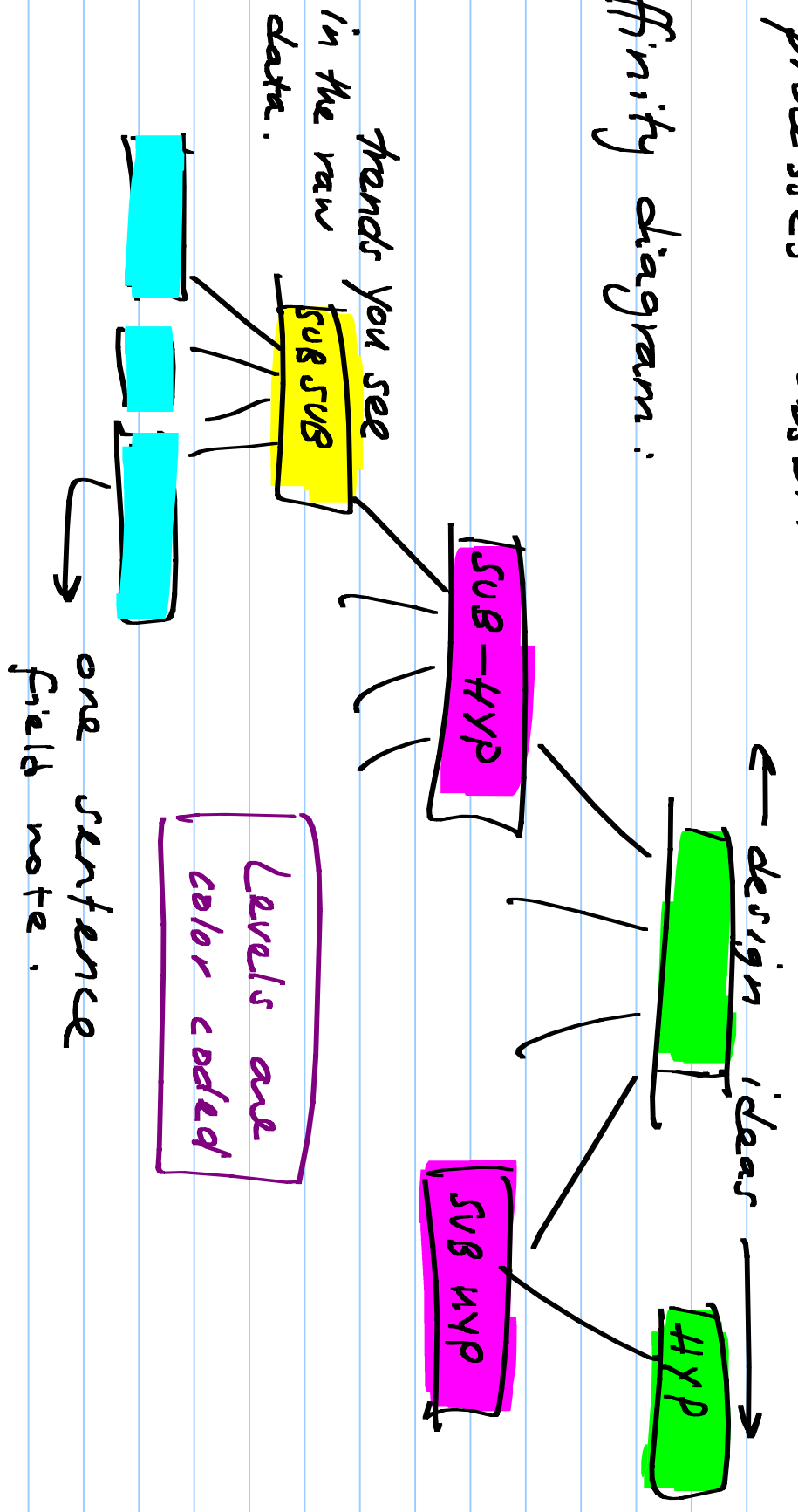
→ researcher presents their interpretation

→ user gives feedback
user corrects researcher

Analyzing CI data.

① Building Models that describe work processes observed.

② Affinity diagram:



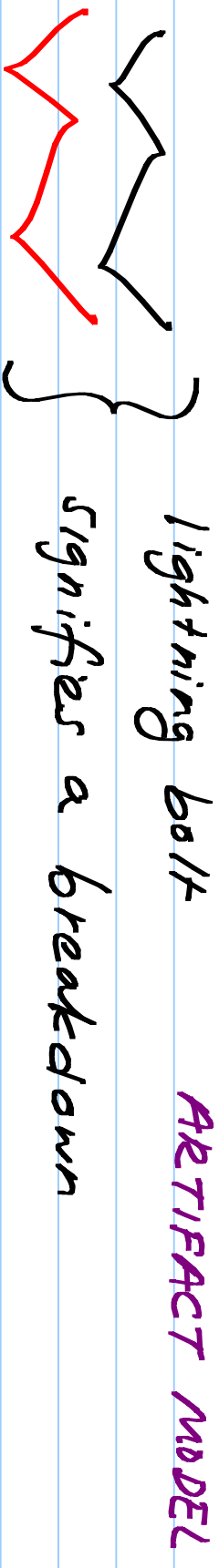
Flow model: a graph

nodes: people
names, roles

edges: communication b/w nodes

→ talking, email (informal discussion)

→ artifact (formal) → may flash
out in a



Sequence Model

triggers: these kick off a set of steps

intent: what is a sequence's intended
→ subintent

include branches, loops, hesitations and errors