

Assignments: HCI Methods and Tools

Objective: In these assignments, you will be conducting a Contextual Inquiry with a prospective set of users, and deriving a set of tools (Personas, and notes based on their experience).

Assignment 1

1. Identify 1 different individual users, covering your user / stakeholder categories (**select 1 person from each category**), and ask each for their permission to interview them (See sample consent form in Appendix). If they agree, set an appointment to interview them in a location where they currently perform the task that you wish to study. Before starting the interview, you may want to have them complete the informed consent form. If you also intend to capture video/audio/photos, have them complete a record release form (See sample in Appendix).
2. Conduct the **Contextual Inquiry**, following the **master and apprentice relationship model**. You can also use a voice recorder (with the participant's permission).
3. Form a group of 4 students
4. During a group interpretation session, generate an **Affinity Diagram and Diagnostic Map**. Do this as soon after the interview as possible (up to a maximum of 48 hours), to make sure that the observations are fresh in your mind.

What To Turn In:

Assignment 1

1. The preferred method of turn-in is a PDF document, including each of the following components.
2. Summary of each Contextual Inquiry, including overview of the task, the user's gender, approximate age (20s, 30s, etc.), job title, the location of the interview, how long it took to complete, etc. Also, include any difficulties you had or surprises you encountered in conducting the Contextual Inquiry.
3. Pictures of your final **Affinity Diagram and Diagnostic Map**.
4. The total length of your submitted report should not be more than 10 pages (excluding the consent form and record release form).

*Brevity, clarity and focus on the goals of the assignment will be rewarded.
Illustrative graphics are welcome and encouraged!*

Marking Scheme

No.	Item	Page(s)	Marks
1	Project Title Page	1	4
2	Executive Summary / Overview	½	10
3	Target Users / Participants Background (each students with his/her name)	½ per user=2	10
4	Contextual Inquiry (1 page per student/each students with his/her name)	4	15
5	Affinity Diagram	1	15
6	Diagnostic Map	1	15
7	Conclusion	½	15
Total		10	84

Report Format (16)	Marks
• 1.5 Line spacing	1
• Times New Roman, Font size 12	1
• Justified alignment	1
• Margin 1” for top, bottom, right, left	1
• Maximum 10 pages	12
Total	16

STATEMENT OF INFORMED CONSENT

Sample and Guidelines

Created by Barbara Glover and can be accessed from
<https://wiki.fluidproject.org/display/fluid/CI+Consent+Form>

Interaction Designers from (Educational Technology Services at the University of California, Berkeley/The Adaptive Technology Resource Centre at the University of Toronto) are conducting interview and observation sessions with faculty, TAs, and students in order to understand how they manage the different types of "content" used in their work. This information will be used to inform the design and development of user interface components and other deliverables for the Fluid Project (<http://www.fluidproject.org>). The Fluid Project is an open, collaborative project to improve the user experience of community source software projects such as the Sakai, which is the system underlying bSpace and Moodle learning management systems, uPortal, and the Quali Student system.

There are no benefits to you for participating, other than perhaps helping to improve the user experience of these community source software projects. We hope that the research will benefit users of the systems working with the Fluid Project, as well as anyone using the Fluid's open source components or other deliverables. This research poses no risks to you other than those normally encountered in daily life. All of the information from your session will be kept confidential. Your data will have a number associated with it. After the research is completed, we may save the notes for future use by ourselves or others, but your name will not be included.

Your participation in this research is voluntary, and you are free to refuse to participate or quit the interview and observation session at any time. Whether or not you choose to participate will have no bearing in relation to your standing in any department of (UC Berkeley/University of Toronto).

If you have questions about the research, you may contact:

- (Daphne Ogle/Allison Bloodworth)
at (phone number), or by email at daphne@media.berkeley.edu
- (Barbara Glover/Shaw-Han Liem)
at (phone number), or by email Shawhan.Liem@utoronto.ca.

You may keep a copy of this form for reference.

The details of this study were explained to me by:

Investigator Name: _____

Date: _____

I have read the above project description. I agree with the terms and hereby consent to participate in the study.

Participant Signature: _____

Participant Name (please print): _____

Date: _____



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Photo Consent and Release Form

Sample and Guidelines

Created by World Health Organization and can be accessed from

www.who.int/workforcealliance/media/news/2014/Photo_Video_ConsentFINAL.doc

Without expectation of compensation or other remuneration, now or in the future, I hereby give my consent to [legal entity/organization], its affiliates and agents, to use my image and likeness and/or any interview statements from me in its publications, advertising or other media activities (including the Internet). This consent includes, but is not limited to:

(a) Permission to interview, film, photograph, tape, or otherwise make a video reproduction of me and/or record my voice;

(b) Permission to use my name; and

(c) Permission to use quotes from the interview(s) (or excerpts of such quotes), the film, photograph(s), tape(s) or reproduction(s) of me, and/or recording of my voice, in part or in whole, in its publications, in newspapers, magazines and other print media, on television, radio and electronic media (including the Internet), in theatrical media and/or in mailings for educational and awareness.

This consent is given in perpetuity, and does not require prior approval by me.

Name: _____

Signature: _____

Address: _____

Date: _____

The below signed parent or legal guardian of the above-named minor child hereby consents to and gives permission to the above on behalf of such minor child.

Signature of Parent
or Legal Guardian: _____ Print Name: _____

The following is required if the consent form has to be read to the parent/legal guardian:

I certify that I have read this consent form in full to the parent/legal guardian whose signature appears above.

Date

Signature of Organizational Representative or Community Leader

