Contextual Inquiry
Reading Reflection

Discuss in groups
• How often have you watched others program, if at all? What contexts?
• Did you notice:
  • Surprising actions?
  • Times when you felt you knew exactly what the programmer was doing and why?
  • Moments of total confusion about what they were doing?
The core premise of Contextual Inquiry is very simple: go where the customer works, observe the customer as he or she works, and talk to the customer about the work. Do that, and you can’t help but gain a better understanding of your customer.
Highly recommend the expert-apprentice relationship model for contextual inquiry. Don’t typically recommend offering piggyback rides as part of it.
Video—look for...

- Details of participant’s process that you notice but which they never express aloud
- Instances in which participant mentions something because of doing the task, or prompted by context
- Instances in which participant mentions prior times doing the task, lessons learned
As the apprentice you...

- Ask abstract questions?
- Focus on the ongoing work
Context

• During the design process, we thrive on detail, so we don’t want the participant to give us summaries!

• We also want concrete stories/experiences, not generalizations
Partnership
Expert/Apprentice-ish

our goals are different from standard apprentice, so we want to direct the experience more. So we become partners in understanding Yoda’s work.

Wants to learn how Yoda programs uses the force so he can use the force to save his friends/the galaxy.

But it’s a little different...

Wants to learn how Yoda programs uses the force to make it easier for him and others to use the force in the future.
customer does their thing

you notice something

your question is answered or your confusion is resolved

Are hand motions required to use the Force?

In almost every canon (that is, visual) source, Force users typically wave a hand to invoke the Force to move or manipulate objects, people and thoughts. I get out-of-universe this is a visual cue that the Force is being used, but in-universe is it strictly necessary?

(The only exception I can think of is when Luke is training on Dagobah and is balancing rocks while standing on one hand with Yoda on his foot. He doesn’t appear to be waving his hand to move the rocks.)

Is this addressed anywhere in-universe, even in Legends?

No, they’re not necessary. But they act as a focusing aide and may be necessary for more difficult tasks. Notice that no hand gestures were needed when Luke levitated C3PO:

Watch later Share
more money than a different brand just because you said your parents used to
I saw you were doing the hand thing when you were frustrated with me. It's a communication device?

Huh?
I saw you were doing the hand thing when you were lifting big things but not small things. It makes your force stronger?

Yep, it helps me focus the force.
Focus

Grocery shopping habits of college students
Narrowing focus to what’s relevant to your research is good, but sometimes you need to expand focus....
I see you just copied 60 lines of code and pasted them to a second place in the file. Can you tell me about that?
*nods* yes, I have written a loop before myself and now understand you on a spiritual level
ok, hang on, Kan fibrations??
One of the big reasons we talk to users during design is to avoid relying on our own assumptions. These triggers point to places in the conversation where we might have a chance to throw out a couple assumptions.
Structure

- 2-3 hours overall
- Components
  - Introductory conventional interview
    - 10-15 minutes
  - Tell them the rules!!!
    - 30 seconds
  - CI
    - However long y’all can spare :)
  - Wrap-up
    - 15 minutes
If you’ve already run your call, awesome! Take this time to do the post-call reflection or your writeup.

If you haven’t already run your call:
- Can you use any of the lessons of contextual inquiry to enrich your plan for the call?
- Finalize your plan for the call