

Assignment 2 - Need Finding Activity

We're going to do some need finding! With your partner, brainstorm a domain of programming that you'd like to explore. Then schedule a Zoom/Skype call with someone who could benefit from having new tools in that programming domain. (We suggest about an hour-long slot.) This should be someone from outside the course. Ideally, it should be someone who isn't a CS grad student. Are you thinking about languages and tools for professional software engineers? If yes, consider asking friends who've gone to work in industry. Are you thinking about languages and tools for teachers? Awesome, ask an old teacher of yours or friends or family who teach. Picking the right person to ask may be the most important part of this whole process!

Process Guidelines

1. Before you conduct the video call, write parts 1-3 of the writeup (described below). This should help you think about what you want to get out of your need finding study.
2. Before you conduct the video call, write out your plan for what you'll do--activities you'll ask to observe, the kinds of information you're trying to gather and how you'll arrange for the activities to reveal that information, etc--during the call. Summarize this plan for part 4 of the writeup. We suggest centering the call activities on observing the participant using programming tools or doing a process manually that they would like to automate. (Remember the Contextual Inquiry reading!) If for your particular case this is impossible or very difficult, you can make the session more discussion-based instead.
3. Both partners should be present for the video call. It's up to you how you split the work of conducting it, but one option is to have one person in charge of communicating with your participant while the other partner is jotting down notes about what's happening.
4. *Immediately* after the video call, and *before* talking to your partner, write down the key insights you took away from the call. Or, if you didn't come away with key insights, write down why you think it didn't produce insights. Was it the wrong participant? Did you observe the wrong task or the wrong tool? Did you ask the wrong clarification questions during the observation? It's ok if you don't get any insights this time! Doing need finding well is tough, and it can take a while to develop this skill. (Summarize in writeup part 5.)
5. After you've had a while to process the call, compare notes. What insights did you both find? What insights did one partner come up with that the other didn't? Do any of your insights actually contradict each other? Take notes on any new insights that come from discussing the call together. (Summarize in writeup part 6.)

Writeup Guidelines

Part 1

< 0.25 pages

Description of the programming domain you're exploring.

Part 2

< 0.25 pages

Description of the full need finding study you'd conduct if you had bunches of time and resources.

Part 3

2-3 sentences

Description of why you chose the particular person you chose for the video call. Job? Particular prior experience? Other?

Part 4

< 0.25 pages

The plan for the video call.

Part 5

Up to 0.5 pages per partner, but less is fine

Notes from each partner about their individual insights from the call.

Part 6

< 0.5 pages

Notes from the post-call debrief, including any new insights that came out during discussion.