

# Lab: Contextual Inquiry & Analysis

COSC 480: User-Centered Design

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# Contextual Inquiry

The UX Book: Chapter 3

# Contextual Analysis

The UX Book: Chapter 4

You have been hired to design a new Learning Management System for Colgate University. Use contextual inquiry and Contextual Analysis to understand your users.

# As a class:

1. Choose focus user groups
2. Choose focus activities
3. Break into small groups

# In small groups:

1. Plan your contextual inquiry
  - Role of each group member
  - Write activity prompts
  - Write interview questions
2. Conduct your contextual inquiry
  - With each “user”
  - Write list of observations / notes

# Stormboard

Collaborative Online Affinity Diagramming