

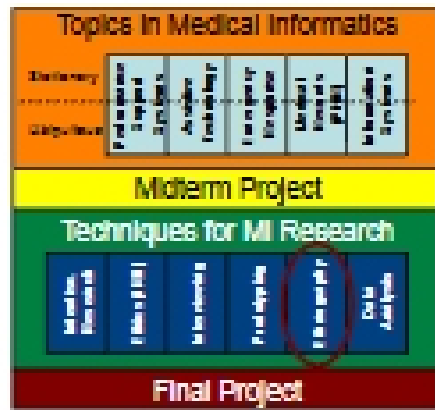
Contextual Interviews
Class 9

- Agenda
- 3:00-3:05 Announcements
 - 3:05-3:30 Rapid Ethnography/Contextual Interviews
 - 3:30-3:50 Prep for Wednesday

Announcement

- No class Wednesday – Assignment

Where are we?

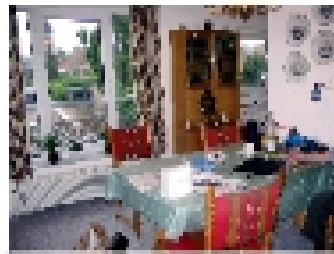


Participants and Method

Ethnography:

The scientific description of the customs of individual peoples and cultures

Participants and Method



Nurses Office

From: [Ethnography and Informatics](#)

What to Ask?

- What are the user problems, wants, or circumstances that you are trying to understand?
- What works well or not with existing tools?
- Related work and competitive products?

How to Ask it?

- Most challenging parts of interviewing
 - Listening
 - Probing

Contextual Interviewing

- Semi-structured interviewing
- Understanding context
- Critical incidents
- Speculative questions
- The Last Question
- Katie's Last Last Question
