

User Research in the Design of Technologies for Collaborative Interaction - Exercise



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Summary & Learning goals

The students work practically with relevant factors for performing field research when designing technology for collaborative interaction, using different types of methods (ethnography, artifact ecology, and network analysis).

LEARNING GOALS

Students will be able to:

- apply three types of methods for doing field research in the design of technology for collaborative interaction.
- reflect on practical aspects of doing field research for collaborative interaction.

Exercise

Collect data to meet the needs set by the design brief.

- What do people do?
- What do people want?
- What is important for people (values)?

Think about:

- Questions to ask. What is important?
- How will you get the right kind of information?
- Documentation?

To Do:

1. Plan your strategy

- Make a stakeholder mapping
- Observe & Interview people
- Make an artefact ecology analysis
- Make a positional and relational network analysis

2. Execute the plan

- Do not design or ideate – focus on gathering information!

Design brief (example)

A large shopping center has hired YOU to 'design some collaborative technology to improve the shopping experience for pairs and groups of people visiting the center'

(or replace this design brief with your own)

Report in Class

- 1st slide - Stakeholder map
 - who are the direct and indirect stakeholders
 - 2nd slide - Strategy and aim for user research
 - what did you do and why
 - 3rd slide - What did you learn about users
 - 4th slide – Reflect: What else could you do, or do different next time
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- Keep it short and to the point!

References & Recommended reading

Sharp, Preece, & Rogers. 2019. Interaction Design: Beyond Human-Computer Interaction. **Chapter 8**. John Wiley & Sons. ISBN: 111954730X, 9781119547303

Martin, David & Rodden, Tom & Rouncefield, Mark & Sommerville, Ian & Viller, Stephen. (2001). Finding Patterns in the Fieldwork. DOI: 10.1007/0-306-48019-0_3.



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