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2b: Contextual Inquiry Plan

Our design is to improve people's water drinking habits in order to help them drink enough water throughout the day to stay hydrated and healthy. Our target users are those who spend most of their time working in-doors and pay little attention to what they drink for the day. In particular, we are going to focus on full-time students and employees. These two groups of people are generally very busy with their study or work schedule. Their lives are very intense and they may drink a lot of coffee, tea, or other beverages besides water during the day.

- For college students, we are going to do contextual inquiries with one undergraduate student and one graduate student. College students, especially undergraduates, spend a lot of time on campus for studying, attending classes, and participating in various clubs or activities. Some of them may carry their own water bottles or thermoses, and others may purchase beverages on campus or drink from water fountains. This population has tight schedule and sometimes is unaware that they don't drink enough water. Hence, they are suited to be our study participants and the UW campus will be a perfect place to locate them.
- Also, on this Wednesday, we are going to interview with two full-time employees who are different in age, title, and position at Concur technologies, an IT company located in Bellevue. Most of the employees at Concur have intense working schedules during the day, and when under pressure and burdened with a lot of work, they may forget to hydrate themselves because they are preoccupied or are feeling stressed. In addition, the free sodas, coffee, and tea that the company provides (many companies have free beverages and coffee stations) actually makes it harder for people to drink enough water.

We are going to complete four contextual inquiries throughout this week, which involves two full time students and two full time employees. During the inquiry sessions, we will follow the apprentice/master approach. First, we will share the purpose of the contextual inquiry with participants and let them know what we are going to do with knowledge gained from the inquiry. Customers must understand that we need real, unbiased answers to get the data we need for design purposes, and giving genuine and impartial responses would help us design and build a product that can solve their problems and add value to their life. We will observe the participant throughout the day, focusing on their water consumption. During the end of the contextual inquiry, we will conduct a simple interview with the participant. We will ask the following interview questions:

- How much water you think should you drink each day to stay hydrated? And how much water you plan to drink every day? Did you reach your plan?
- When do you usually drink in a day? Do you drink water before or after bed?
- How often do you drink coffee or soda every day?
- How do you feel about using an application that tracks your daily water consumption (After explaining its potential features)? What features would you want to see on such an app? Would you like to use this application?