

# Unit 4 - Week 2 : User Study and Contextual Enquiry

## Course outline

How does an NPTEL online course work?

Week 0 : Prerequisite

Week 1 : Design and Innovation

Week 2 : User Study and Contextual Enquiry

Quiz : Assignment 2

Lec 1 : Introduction to User study & Problem and need Identification

Lec 2 : Contextual Enquiry

Lec 3 : Physical model

Feedback form

Week 3 : Human Factors in Product Design and Innovation

Week 4: Concept Generation, Prototyping and Evaluation

Download Videos

Text Transcripts

## Assignment 2

The due date for submitting this assignment has passed.  
As per our records you have not submitted this assignment.

**Due on 2020-02-12, 23:59 IST.**

- User study is the primary activity taken up by designers to observe people in order to understand their\_\_\_\_\_ 1 point

Rights  
 Requirements  
 Demands  
 Wish

**No, the answer is incorrect.**  
Score: 0  
Accepted Answers: Requirements
- User Study provides key inputs to\_\_\_\_\_ 1 point

Creativity  
 Direction of Innovation  
 Prototyping  
 Manufacturing

**No, the answer is incorrect.**  
Score: 0  
Accepted Answers: Direction of Innovation
- How many quality attributes do any tangible or intangible product inherently has: 1 point

3  
 5  
 4  
 1

**No, the answer is incorrect.**  
Score: 0  
Accepted Answers: 3
- While discovering the context, the designers generally focus on: 1 point

The user needs  
 The tasks  
 The artefacts  
 The influencers

**No, the answer is incorrect.**  
Score: 0  
Accepted Answers: The influencers
- Which one of the following, cannot be understood from a user study: 1 point

Mental Models  
 Usability  
 Creative Concepts  
 Competitors

**No, the answer is incorrect.**  
Score: 0  
Accepted Answers: Creative Concepts
- Exploring Problem space and learning about users is a \_\_\_\_\_ type of user study. 1 point

Generative  
 Evaluative  
 Quantitative  
 Qualitative

**No, the answer is incorrect.**  
Score: 0  
Accepted Answers: Generative
- Validating design decisions and measuring impact is a \_\_\_\_\_ type of user study. 1 point

Generative  
 Evaluative  
 Quantitative  
 Qualitative

**No, the answer is incorrect.**  
Score: 0  
Accepted Answers: Evaluative
- Qualitative User Study: Generates data that are observed and generates a lot of data on \_\_\_\_\_based on direct observation. 1 point

Quantities  
 Physiological Parameters  
 Behaviours and attitudes  
 Task Patterns

**No, the answer is incorrect.**  
Score: 0  
Accepted Answers: Behaviours and attitudes
- The objective of Informed consent is : 1 point

To ensure that participants are lied to about the time commitment involved in their participation  
 To make sure that participants know very little about what to expect from the research and to communicate their right to withdraw at any stage  
 In order that the participant can make an informed choice about their participation and not undertake to do something which they may otherwise have declined to do  
 All of these

**No, the answer is incorrect.**  
Score: 0  
Accepted Answers: In order that the participant can make an informed choice about their participation and not undertake to do something which they may otherwise have declined to do
- Identify which one is a work model of contextual enquiry? 1 point

Activity Model  
 Entity Relationship Model  
 Flow Model  
 Task Model

**No, the answer is incorrect.**  
Score: 0  
Accepted Answers: Flow Model
- The first stage of conducting a user study is not to : 1 point

Define questions  
 To define the goals of user study  
 To define the objectives of user study  
 All of the above

**No, the answer is incorrect.**  
Score: 0  
Accepted Answers: Define questions
- Behavioural Study intends to enquire about: 1 point

Probing incidents that might occur in future  
 What people want  
 Prototyping possibilities  
 Factual circumstances

**No, the answer is incorrect.**  
Score: 0  
Accepted Answers: Factual circumstances
- Attitudes are stored in: 1 point

Hypothalamus  
 Brain  
 Memory  
 All of them above

**No, the answer is incorrect.**  
Score: 0  
Accepted Answers: Memory
- Users often have: 1 point

Detailed insights  
 Can explain them out of context  
 Accurate estimate of quantities  
 Frame of reference

**No, the answer is incorrect.**  
Score: 0  
Accepted Answers: Frame of reference
- What users say is an example of: 1 point

Habitual behaviour  
 Declarative Knowledge  
 Procedural Knowledge  
 Greater Detail

**No, the answer is incorrect.**  
Score: 0  
Accepted Answers: Declarative Knowledge
- Satisfaction is a measure of 1 point

Attitudes  
 Behaviours  
 Moods  
 Emotions

**No, the answer is incorrect.**  
Score: 0  
Accepted Answers: Attitudes
- The purpose of the evaluation step in the human-centered design process? 1 point

To reduce the need for requirements analysis  
 To simplify the design process  
 To allow the user to see and use versions of the product as it evolves  
 To implement feedback and improve the product until the usability requirements are achieved

**No, the answer is incorrect.**  
Score: 0  
Accepted Answers: To implement feedback and improve the product until the usability requirements are achieved
- In a structured interview, the questions need to be planned\_\_\_\_\_ 1 point

As specific as possible  
 As brief as possible  
 As direct as possible  
 As vague as possible

**No, the answer is incorrect.**  
Score: 0  
Accepted Answers: As specific as possible
- The purpose of Flow models of work is to capture and visualize\_\_\_\_\_ 1 point

Ideas  
 Incentives  
 Roles of Individuals  
 Tasks

**No, the answer is incorrect.**  
Score: 0  
Accepted Answers: Roles of Individuals
- The sequence models of work examines\_\_\_\_\_ 1 point

The action of workers  
 The character of workers  
 The personality of workers  
 All of them above

**No, the answer is incorrect.**  
Score: 0  
Accepted Answers: The action of workers