





## Modeling The Data : Artifact Model

### Artifact

The tangible items people create and use to help them get their work accomplished

People create, use and modify things in the course of doing work. These things become artifacts, which each tell their own stories.

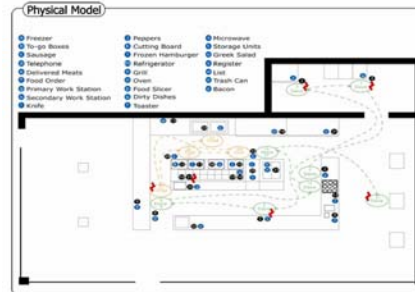
- **A visual representation of the object**, either drawn, photographed, or scanned
- **Presentation of the object**, including relevant physical characteristics
- **Information presented by the object**, such as the contents of a form
- **The structure**, or grouping, of the parts of the object
- Annotations showing **informal usage of the object**, such as highlighting, post-its, etc.
- **A description of the object and its use**, in sentences
- **Breakdowns in using the artifact**, shown as a **red lightning bolt** and annotated as necessary.

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## Modeling The Data : Physical Model

### Physical

The physical environment in which work is accomplished



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## Modeling The Data : Physical Model

### Physical

The physical environment in which work is accomplished

Work occurs in a physical environment that either supports and enabled the work or gets in the way.

- **Places** that work occurs, shown in plan view and annotated
- **Physical structures that define the space**, shown as geometric shapes
- **Movement** throughout the space, shown as arrows and lines and annotated
- **Hardware, software, and tools** that are present, shown visually as appropriate and annotated
- **Artifacts**, shown visually as appropriate and annotated
- **Breakdowns in the physical space**, shown as a **red lightning bolt** and annotated as necessary.

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## Modeling The Data : All Models

- Always label all data on the models (citations) with line numbers from the transcript or time on the tape: allowing you to go back to the raw data
- Anything unlabeled is a hypothesis
- Legibility is very, very, very important!

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## Running an Interpretation Session : Roles

The models are created during an Interpretation Session, which helps us assign meaning to the data.

- **Interviewer**
  - Describes what happened
  - Answers questions
  - Draws the Physical Model
- **Modelers**
  - One each for Work, Sequence, Artifact & Cultural
- **Recorder**
  - Takes note of any design ideas, breakdowns and key points
- **Participants**
- **Moderator**

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## Running an Interpretation Session : Steps

1. Hand out the transcript; make sure everyone has a copy with line numbers labeled
2. As a group, discuss the interview in general terms to make sure everyone is at the same starting point
3. Assign roles: in a small group, each person may need to perform multiple roles
4. Set up large sheets of paper on the walls, one for each model
5. Step through the interview transcript, and begin to create the models. **For each line in the transcript, make additions to each model as relevant.**
6. Record observations, insights, influences, questions, design ideas, and breakdowns
7. Summarize important insights on a separate piece of paper

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### Running an Interpretation Session : Try It

Interpretation Sessions take a long time, but should be fun and insightful.

Let's do one.

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### Using The Models

- Now that you have models that clearly show all the data, the next step will be to use them. Your models should show you main areas to focus on for redesign efforts:
  - Breakdowns
  - Tedious task flows
  - Extraneous steps
  - Inefficiencies
- Summarize your findings in one or two pages of text, and refer back to line numbers and specific models.

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### Summary

- Where we left off
- Modeling the data: 5 models [flow, cultural, sequence, artifact, physical]
- Running an interpretation session
- Using the models

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