

# User and Task Inquiry for the CTI Intranet

## Purpose

The CTI intranet is being considered for redesign, which will probably include a revised restructuring of the user roles, tasks and their organization within the site. To better inform us in this process, we need to learn about current use and unmet needs.

## Objectives

This inquiry should determine

- Which intranet tasks are performed.
- Who performs these tasks (as identified by roles such as staff, faculty, students and their subgroups).
- Frequency and importance of tasks.
- Needed tasks that are not currently provided.

The inquiry may also determine some critical usability problems when they are noted by interviewees.

## Users

The interviewees will be full-time faculty and staff in CTI. The inquiry may eventually expand to include part-time faculty and students.

## Plan

Depending on availability and time, 5 to 10 faculty members and 5 to 10 staff members will be interviewed. They will be placed in the context of their work by asking them to log into the CTI intranet. As they review pages of the intranet, they will be asked to identify tasks they have performed. The interview will last approximately 20 minutes.

An example script for the inquiry is attached.

## **Collected Information**

The inquiry will ask interviewees to provide the following information for each task:

- Last time performed (within one week, one month, one year)
- Frequency (per week, month or year)
- Importance (critical, very useful, minor convenience)

As the interviewees are reporting tasks, they will be asked to name any functions that are not present that would be useful.

The interviewees will be asked to identify their role (e.g. faculty or staff) and any subgroups or contexts that further determine what tasks they perform.

Log sheets for recording the interviews are attached.

## **Contents of Report**

The report will summarize users and tasks in the form of a matrix. It will identify common or critical tasks and who performs them.