Inquiry Title

# Introduce self

Your name, your role, why you are here- interested in observing how \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

# Explain how this works

We are here just to observe how you normally work. We won’t be asking many questions, we’re just interested in seeing how you perform your day to day tasks. If you would normally take a phone call, take it- we want to disrupt your workflow as little as possible. In as much as you can, work as you would if we weren’t sitting here.

# Observe user

## For all users:

* Ask for name, role, how long they’ve been at the branch.
* Give a brief description of the person. Are they comfortable with a computer? Do they seemed annoyed by your presence? Qualitative information is good!
* Write down specific quotes that are key or memorable.
* Record their primary goals and needs within the system.
* Record pain points and opportunities for features in system.
* Record what systems outside of the research target are required for their work inside of research target.
* Other items to watch for: duration of tasks, complexity of tasks, etc.
* Record your questions about the process and system to ask at the end.

# Close observation time

Ask any questions you’ve written down.

Thank them for their willingness to participate. Compensate (if applicable)