

# Contextual Research

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Contextual research involves getting out of your workplace and conducting first-hand research in the real world in the places where your users conduct their everyday tasks.

**GENERAL INFORMATION AND OBSERVATIONS ABOUT THE ENVIRONMENT:**

**WHAT WAS THE ENVIRONMENT DESIGNED TO BE USED?**

**HOW ARE PEOPLE ACTUALLY USING THE ENVIRONMENT?**

**HOW ARE PEOPLE INTERACTING WITH EACH OTHER IN THE ENVIRONMENT?**

**HOW COULD THE ENVIRONMENT BE IMPROVED TO BE MORE INTERACTIVE? (USER/USER, USER/SPACE)**