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CONTEXTMAPPING

This report is going to use this tool for the research question designing, case study and finding design inspirations.

Figure 6: Developed contextmapping procedure [author adapted version] (Stappers et al. 2008)

Contextmapping is a young and emerging tool to support user-centred design. Context is all aspects that can influence the experience of/around a product use, including social, cultural and physical elements, goals, needs, emotions, and practical matters (Visser et al. 2005). This method is a form of Participatory Design; in this method, users will join the design process and inspire the design team in the early design stage (Schuler and Namioka 1993). This user-involved research also calls generative research; in this research, users will generate some ideas. Compared to classic research methods, such as interview, survey, and observation are more focus on the user's past or present experience; this method could explore more in the future.

Studying context also could help the design team to gain empathy with users and avoiding some fixation assumption about the user and the product. This tool is better to use before having a clear design concept, so the design team could widen their view and uncover unexpected solutions (Visser et al. 2005).

Figure 6 shows a developed Contextmapping procedure to adapt this specific research situation. The step sensitising is to encourage users to think and reflect on their experience, and participants will receive a workbook before the formal session. It is a very useful tool to recall participants' memory and explore more ideas, while all activities will be run online.

The session is a generative step which could trigger participants to express experience, feelings and ideas deeper with some generative tools and exercises. Stappers (2008) also stresses that the steps and the stakeholders often overlap in practice. For instance, 'user', 'researcher' and 'designer' might be carried out by the same people. So, due to the current circumstances, the contextmapping procedure in this report will be developed to suit the online research environment, only the researcher and the designer are going to analyse the collected visual data. The detailed 'collecting user insight' stage will be the third section (table 1). Next part will talk about the second phase of the contextmapping procedure, the analysis, communication and share with the designer.

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