

	Week 1 (10/28- 11/1)	Week 2 (11/4- 11/8)	Week 3 (11/11- 11/15)	Week 4 (11/18- 11/22)	Week 5 (11/25- 11/29)	Week 6 (12/2- 12/6)	Week 7 (12/9- 12/13)
Analyze inventory of messages exchanged							
Refine interview questions							
Contact all internal knowledgeable							
Competitive analysis							
Online research on forums							
Schedule Interviews							
Initial interviews							
Contextual Interviews							
Card Sorting							
Diary Writing							
Interview Analysis							
Sequence/Flow Diagrams							
Diary Analysis							
Affinity Diagram							
Walk the wall							
Deliverables:	Research Questions	Interview guide		Competitive Analysis Report	Sequence/Flow diagrams	Affinity diagram	Findings presentation
		Diaries Questions				List of pain points	
		Cards for card sorting				List of priorities	
		Interview notes spreadsheet				Personas	
						Diary Analysis	
Tools:	Audio recorders					Foam boards	
	Video recorders					Post-it notes	
	Diaries					Big white sheets	