

Contents

List of Illustrations vi

Preface vii

- 1 An Introduction to Research Methods** 1
- 2 Data Elicitation Tasks** 23
- 3 Introspective and Retrospective Protocols** 49
- 4 Validated Tests and Measures** 67
- 5 Observations** 91
- 6 Interviews** 113
- 7 Diaries, Journals and Logs** 133
- 8 Questionnaires** 153
- 9 Focus Groups** 175
- 10 Document Data Collection** 195
- 11 Constructing and Using Corpora** 217
- 12 Strengthening Data Collection:
Triangulation, Replication and Realities** 241

Glossary 258

References 268

Index 289