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**Learning Heuristics Focus Group
Initial Results**

Learning Heuristics Focus Group-Initial Results



- ❖ **Sensitizing Concepts -----→ Led to initial coding.**
 - ❖ Blumer (1954), sensitizing concepts are constructs or organizing ideas that guide the qualitative researcher in their analysis (Holloway, 1997)
 - ❖ 1) Heuristics, 2) Technological adaptation, and 3) Social learning through networks.

Learning Heuristics Focus Group-Initial Results



Also considered the *Thematic Questions* asked of participants:

- When you are getting used to a new technology, how do you learn the ins and outs of use?
- When you encounter a glitch, how do you problem solve it?
- To whom or to what do you typically turn?
- What are some things that make learning a new technology easier?
- Thinking about the time and energy it takes to get the hang of a new technology, how long do you like to go at it before taking a break (level of discomfort and/or clock time)?
- How have you adapted new assistive technology to best suit your needs?

Using Nvivo 8-Qualitative Software



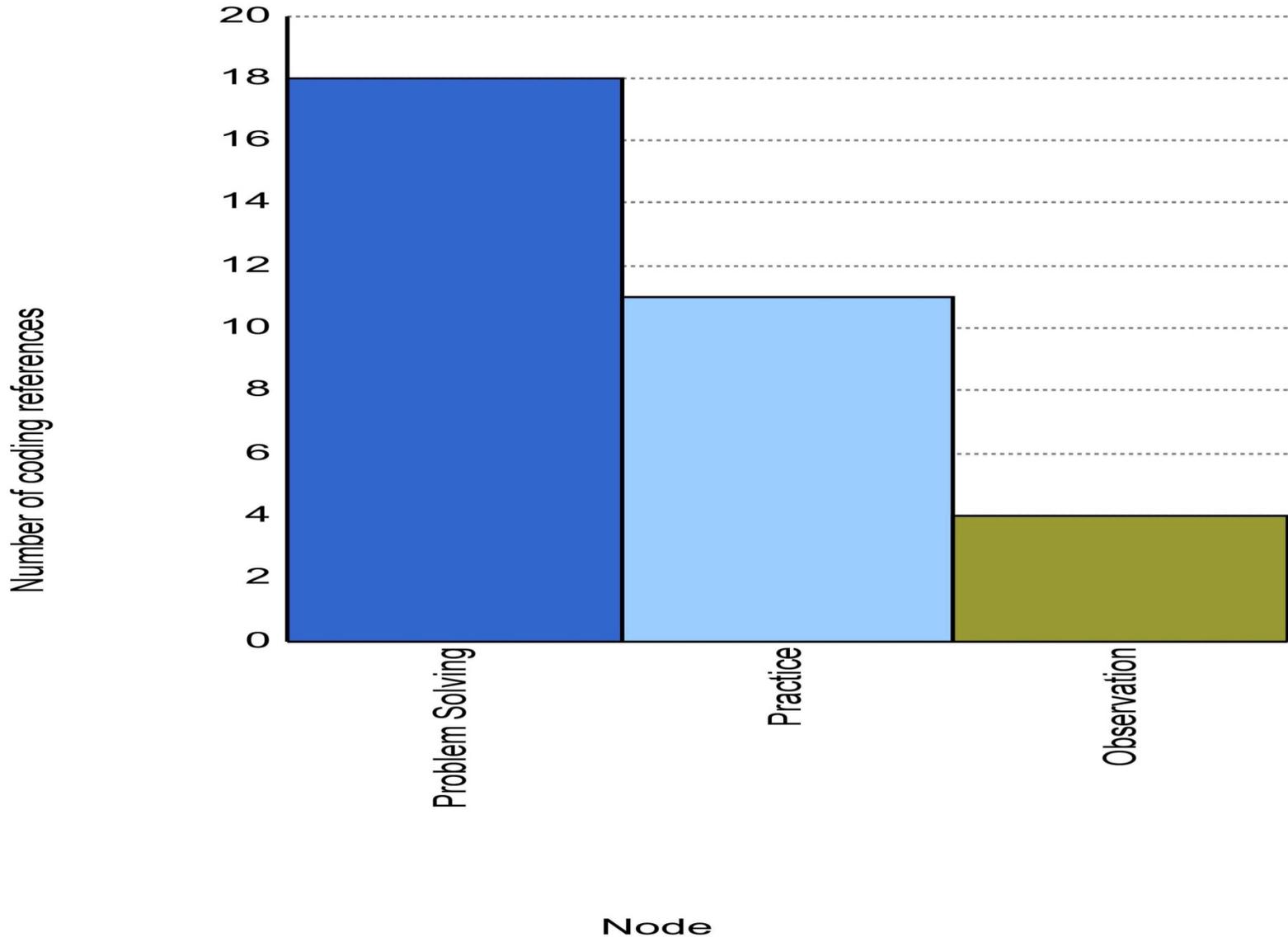
- www.qsrinternational.com
- **Steps:**
 - Reviewed transcript for accuracy
 - Coded using preliminary coding scheme.
 - 3 iterations completed to refine and further develop the codes.

Patterns emerge.

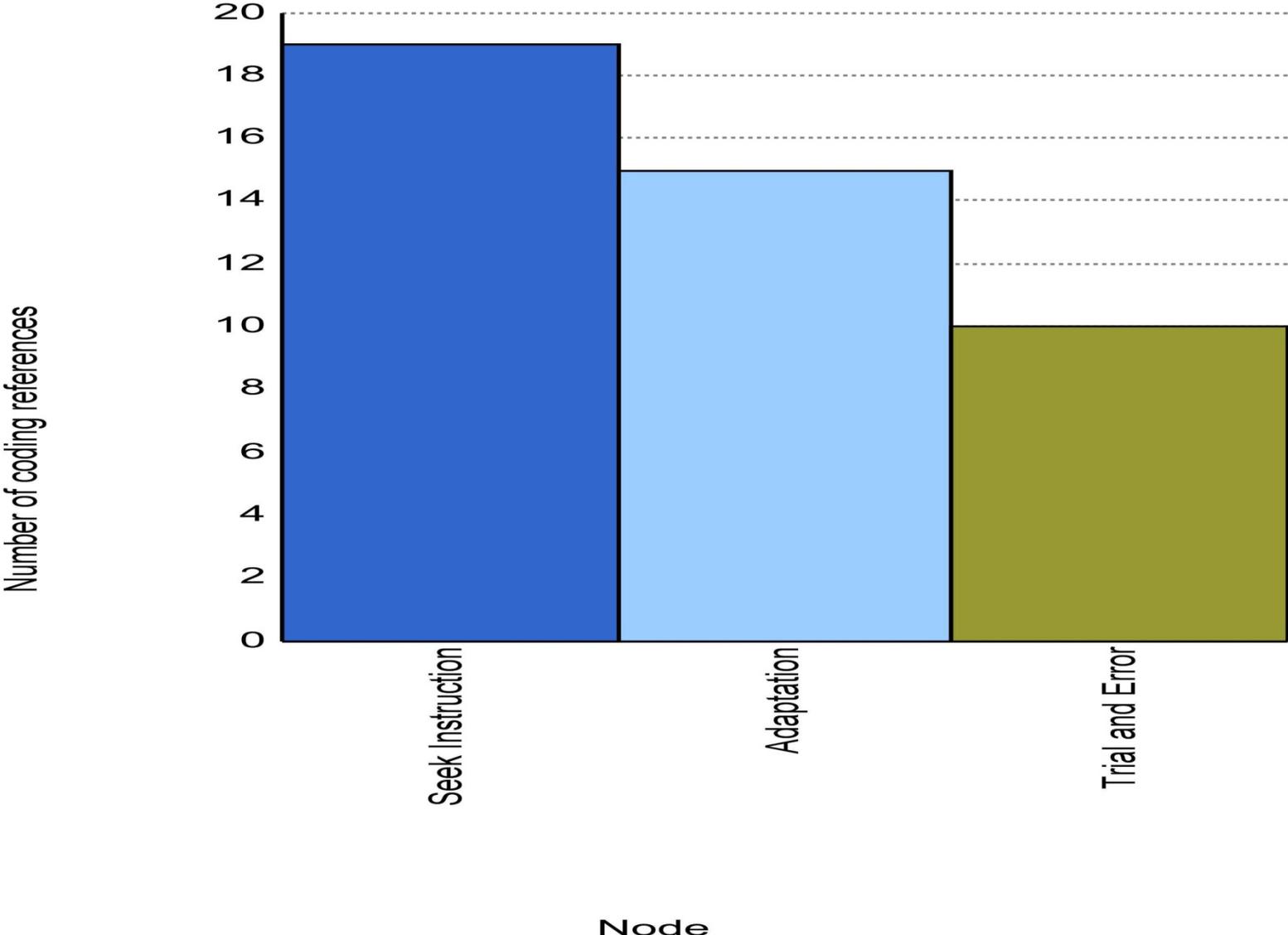
| ORIGINAL CODING |
|---|
| Heuristic |
| <ul style="list-style-type: none"> Observation Practice Problem Solving Seeking Advice or Feedback <ul style="list-style-type: none"> Client to Supplier Online Peer to Peer Training Trial and Error |
| Adaptation |
| <ul style="list-style-type: none"> Self-Adapt Tool-Adapt |
| Social Learning |
| <ul style="list-style-type: none"> Community or Network <ul style="list-style-type: none"> Face to Face Online |

| FINAL AREAS OF INTEREST |
|---|
| Heuristic |
| <ul style="list-style-type: none"> Observation Practice Problem Solving <ul style="list-style-type: none"> Adaptation <ul style="list-style-type: none"> Self-Adapt Tool-Adapt Seek Information <ul style="list-style-type: none"> Client to Supplier Online Peer to Peer Trial and Error |
| Interface |
| <ul style="list-style-type: none"> Accessibility to Repair Accuracy Affordability Customizable Reliability Responsiveness Simplicity Speed |
| Social Learning |
| <ul style="list-style-type: none"> Contact via Established Community or Network <ul style="list-style-type: none"> Face to Face Online Contact via Emerging Community or Network <ul style="list-style-type: none"> Face to Face Online |
| Training Preferences |
| <ul style="list-style-type: none"> Demonstrate Verbal Visual |

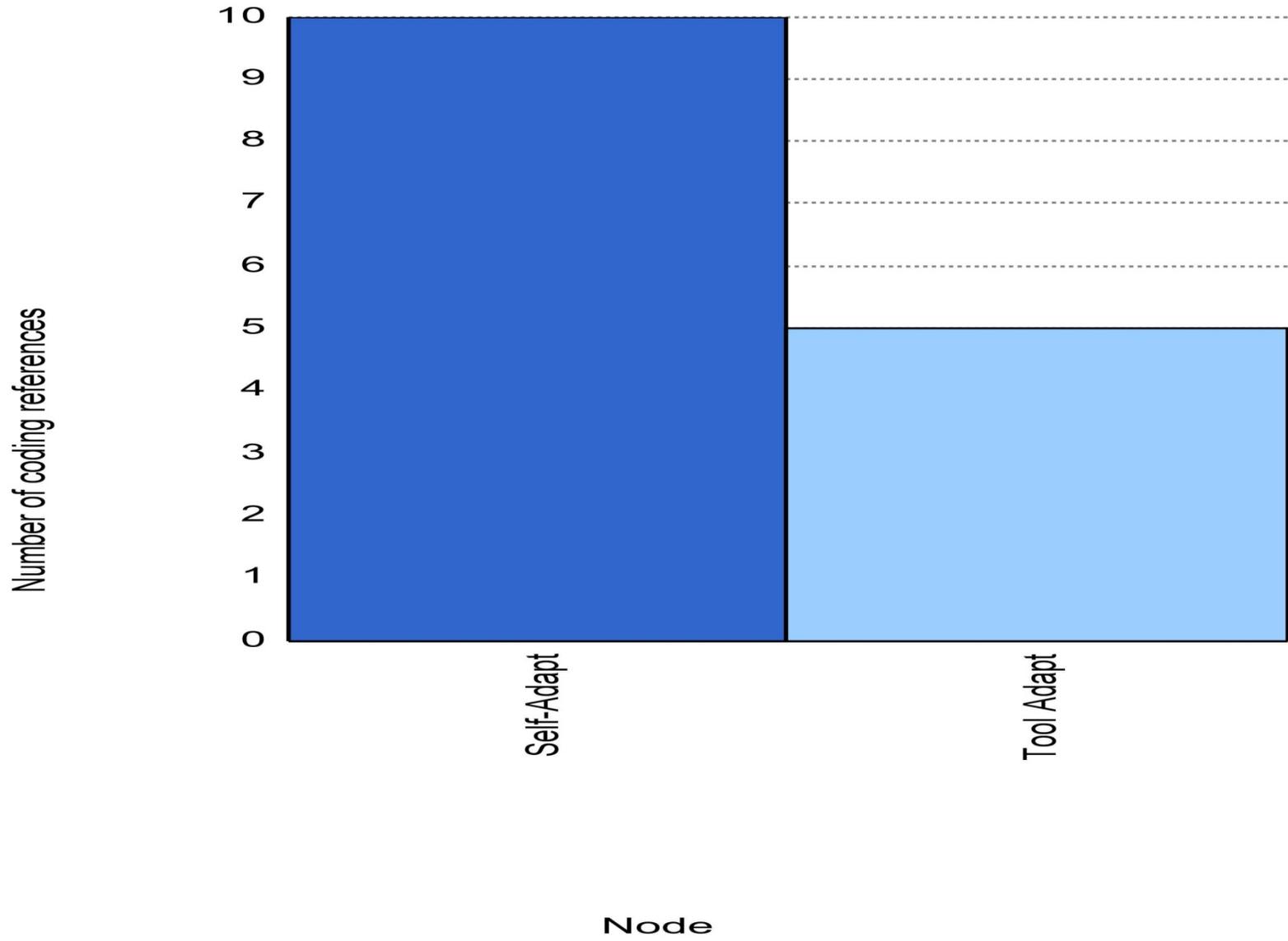
Three Main Heuristic Types



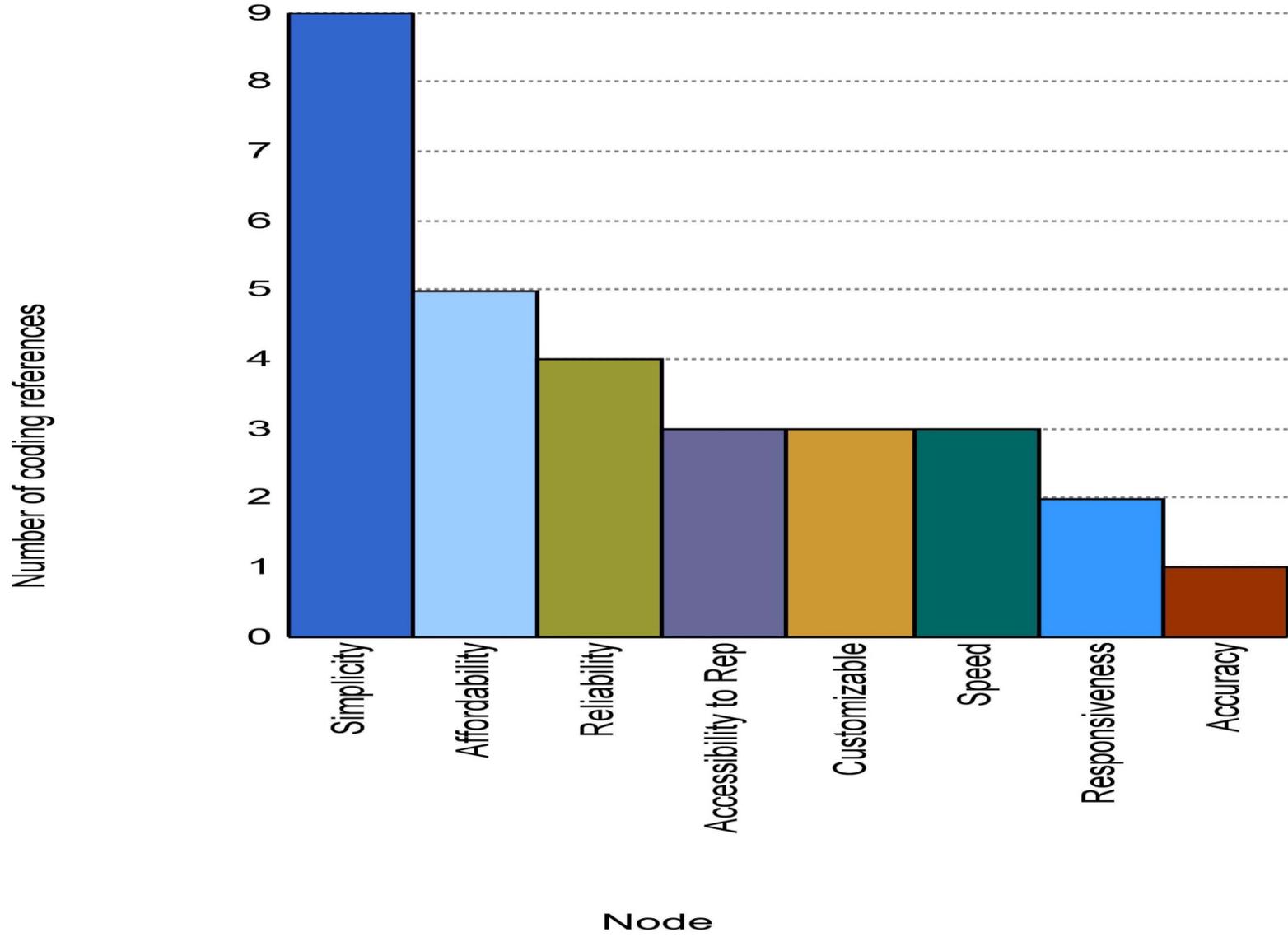
Problem Solving Techniques



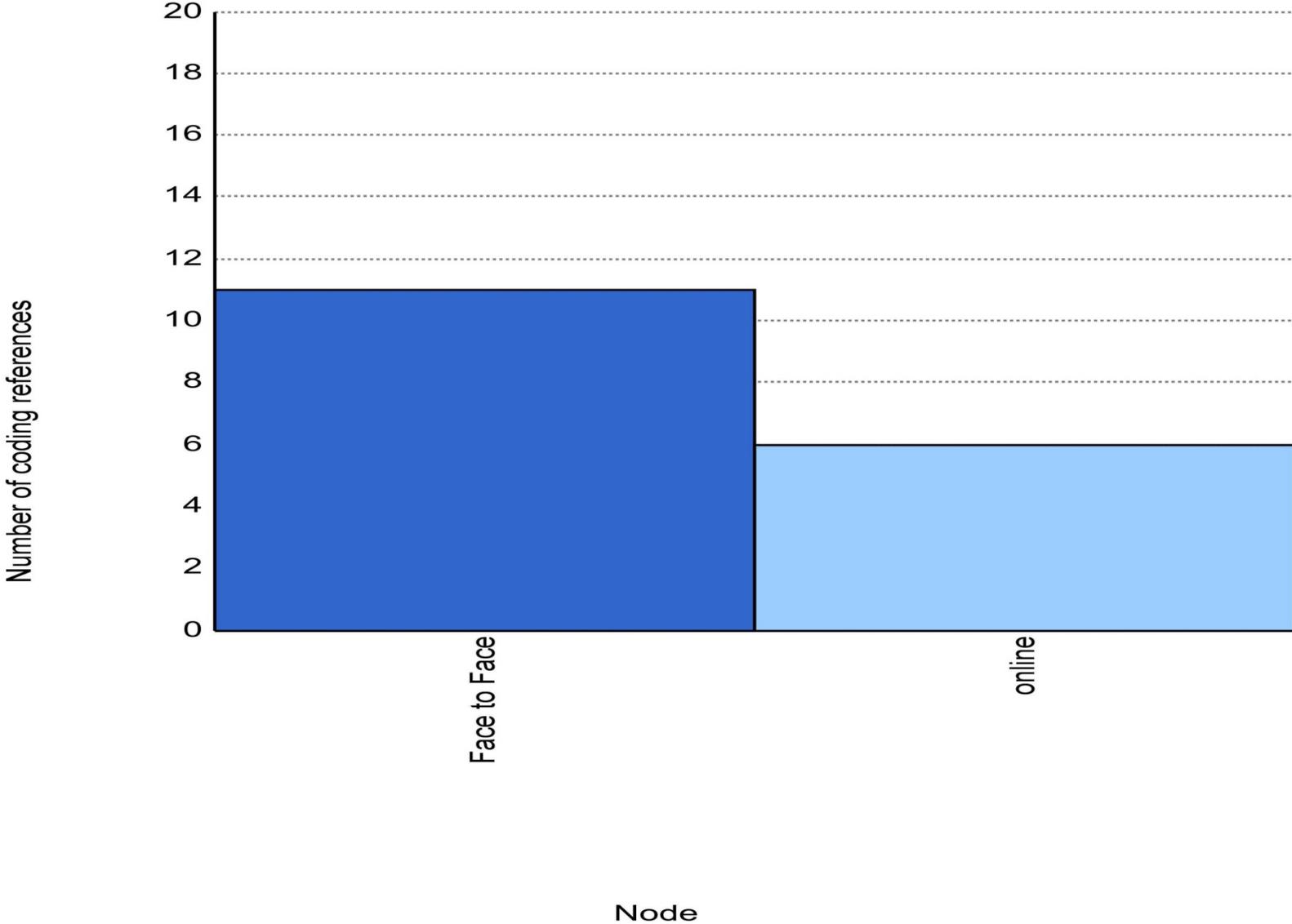
Adaptation



Interface Preferences



Online vs. Face to Face



Next steps



- Use these initial results to further develop sensitizing concepts and focus group design.
- Using Nvivo 8 upcoming focus groups will be incorporated into the current study to increase our participant sample, yielding richer results.