

Syllabus

Instructor

Dr. Enid Montague
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Office Hours: TBA

Course Meeting

Wednesday 5:45 - 9:00 and online
Lewis 1107 (but verify with CampusConnect)
Loop Campus

Preparation

HCI 440 and basic stats (e.g. IT 403) are prerequisites to this course.

Course References

Handbook of Usability Testing, by Jeffrey Rubin, second edition (ISBN 0-470-18548-1).
Task-Centered User Interface Design A Practical Introduction by Clayton Lewis and John Rieman. This is an [online text](#).
Quantifying the User Experience, by Jeff Sauro and James R. Lewis (ISBN 978-0-12-384968-7).

Course Overview

This course surveys methods for evaluating user interfaces. For projects, students will perform a heuristic evaluation, a cognitive walkthrough, a usability test and a comparison study. Class meetings will also introduce, discuss and occasionally practice additional methods such as user modeling and questionnaires.

Course Goals

By the end of the quarter, students will be able to...

- Conduct a variety of methods for evaluating the usability of interactive systems
- Select an appropriate evaluation method and articulate its advantages and disadvantages
- Critique the validity of usability measures
- Explain the role of evaluation in the design process
- Establish useful test objectives
- Prepare reports and present results

Projects

1. Heuristic Evaluation and Cognitive Walkthrough (Individual project)
2. Usability Test Plan
3. Usability Test and Results
4. Quantitative Comparison Study

Grade Determination

| | |
|-----------------|----------------------------------|
| 10% (20 points) | Individual Project |
| 30% (60 points) | 3 Team Projects (20 points each) |
| 15% (30 points) | Midterm Exam |
| 30% (60 points) | Final Exam |
| 15% (30 points) | Individual contribution |

Students receiving more than 90% of possible points are guaranteed at least an A-, more than 80% at least a B-, more than 70% at least a C-, and more than 60% at least a D.

All submitted work (e.g. project reports, peer reviews, online discussions) must be original work unless its source is clearly referenced. Failure to clearly attribute quotes or designs from other people's work constitutes plagiarism. Violations will generally receive no credit for a given submission.

The final exam is a proctored, comprehensive exam. A major component of the exam addresses selecting an appropriate evaluation method and explaining its advantages and disadvantages. The midterm exam provides a non-proctored means for learning about course expectations and practice answering questions.

The score for individual contribution to class and team projects is based on contributions to class activities, documented contributions in team reports, observed team activities (in class, email or group message boards) and team member reports at the end of the quarter. Students who make solid contributions to their team projects and regularly participate in class (i.e. weekly contribution) receive at least 90% of the contribution points. Weekly contribution includes attendance for on-campus students and online posts for online students and those who need to miss a class. Exceptional contributions receive more than 90%. The total number of points will be limited to 30 for the contribution grade.

Team presentations occur in the last week of class. All students should contribute to the presentation, although all members do not need to be physically present for the presentation. At the end of the quarter every student is expected to submit a completed evaluation form for each group member.

Team projects will generally be completed in groups of three, four or five. To form groups, students review the non-profit web sites and submit preferences to work on them. Groups will then be formed based on the preferences. Most groups will consist of students from both the on-campus section and the online section. Some class time will be used to coordinate among group members. When possible, online members are encouraged to communicate with the in-class groups using collaborative tools such as Skype and chat programs.

All group members are jointly responsible for the entire assignment, although the group may assign primary roles to each group member. Generally, each group member will receive the same score on each project. However, in some cases, additional credit may go to those who make an exceptional contribution to a project and reduced credit to those who contribute little to a project. Any adjustment will be based on a variety of indications including group participation in class, contribution summaries in reports, and student feedback at the end of the quarter.

Policies

Students are expected to attend every class or watch the lecture online.

Tests can be made up with a serious documented excuse (e.g. illness, death in the family) and must be arranged as soon as possible. Arrangements involving other excuses require prior permission from the instructor.

Late assignments will be accepted up to 3 days late, with a 10 point penalty. Assignments submitted more than 3 days after the due date will not be accepted without an excused absence cleared by the dean of students office (see forms for submitting an excused absence).

Additional assignments for extra credit will not be offered.

All grade challenges must be submitted in writing and include an explanation why the given score or grade should be reconsidered.

School policies on instructor evaluation, email, plagiarism, course withdrawal, absences, incompletes and students with disabilities.

| Week | Topic | Reading | Assignment or Exam |
|---------------|--|--|--------------------|
| 1 (Jan 6) | Course overview, usability principles, heuristic evaluation | Rubin ch. 1, Lewis and Rieman ch. 4 (except 4.2) | |
| 2 (Jan 13) | Cognitive walkthrough and other walkthroughs | Course notes | |
| 3 (Jan 20) | Usability testing and testing materials | Rubin ch. 5-8, Sauro & Lewis ch. 2 | Project 1 Due |
| 4 (Jan 27) | Conducting the usability test | Rubin ch. 8-10, Sauro & Lewis ch. 6 | |
| 5 (Feb 3) | Pilot testing | | Project 2 Due |
| 6 (Feb 10) | Writing findings and recommendations | Rubin ch. 11-12, Sauro & Lewis ch. 3 | Midterm quiz |
| 7 (Feb 17) | Comparison studies, statistical inferencing, subjective measures | Sauro & Lewis ch. 4 & 8 | |
| 8 (Feb 24) | Subjective measures; GOMS KLM and other user modeling | Sauro & Lewis ch. 8, course notes | Project 3 Due |
| 9 (Mar 2) | Remote testing and other variants | Rubin ch. 13 and course notes | |
| 10 (Mar 9) | Presentations, Review | | Project 4 Due |
| Exam (Mar 16) | | | Final Exam |

Academic Integrity and Plagiarism

This course will be subject to the university's academic integrity policy. More information can be found at <http://academicintegrity.depaul.edu/> If you have any questions be sure to consult with your professor.

Academic Policies

All students are required to manage their class schedules each term in accordance with the deadlines for enrolling and withdrawing as indicated in the [University Academic Calendar](#). Information on enrollment, withdrawal, grading and incompletes can be found at <http://www.cdm.depaul.edu/Current%20Students/Pages/PoliciesandProcedures.aspx>.

Students with Disabilities

Students who feel they may need an accommodation based on the impact of a disability should contact the instructor privately to discuss their specific needs. All discussions will remain confidential.

To ensure that you receive the most appropriate accommodation based on your needs, contact the instructor as early as possible in the quarter (preferably within the first week of class), and make sure that you have contacted the Center for Students with Disabilities (CSD) at:

Lewis Center 1420, 25 East Jackson Blvd.

Phone number: (312)362-8002

Fax: (312)362-6544

TTY: (773)325.7296