Note: This syllabus may represent a past offering of this course and future course offerings may differ.

HCDE 417: Usability Research Techniques

Instructor: Mark Zachry, PhD
Quarter/Year: Spring, 2012
Course Schedule: Tuesday and Thursday, 1:30 – 3:20

Course Description
This course is focused on usability research techniques, particularly usability testing as it fits into an overall user-centered design strategy. The course takes a process approach; you will learn how to define your audiences and issues, create investigative procedures that answer your questions, administer the procedures, analyze the results, and report your findings effectively.

Course Objectives
By the end of the course, you should be able to

- Understand and explain to others what usability testing and usability research are and what they can contribute to a design effort
- Analyze the usability issues that a product has and prioritize those that merit investigation through a usability test; analyze the various audiences for the product and prioritize those that are most critical at the current moment
- Design a usability test that answers the questions you have for the audiences of interest

Grading and Assignments
Assignments for this class and their related percentage values for calculating final grades are shown in the table below

* Students must complete all assignments to earn a passing grade in this course.

<table>
<thead>
<tr>
<th>Assignments*</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participation (online reading responses and classroom)</td>
<td>10%</td>
</tr>
<tr>
<td>Technology Demonstration</td>
<td>10%</td>
</tr>
<tr>
<td>User Study Report</td>
<td>20%</td>
</tr>
<tr>
<td>Test Plan / Test Kit</td>
<td>15%</td>
</tr>
<tr>
<td>Usability Test Results – Presentation</td>
<td>05%</td>
</tr>
<tr>
<td>Usability Test Results – Report</td>
<td>30%</td>
</tr>
<tr>
<td>Project Self-evaluation Report</td>
<td>10%</td>
</tr>
</tbody>
</table>
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Course Schedule

Week 1
- Course Overview and Introduction

Week 2
- Ways of Thinking about Products and their Users
- DUE: Preliminary User and Use Analysis

Week 3
- Methods and their Relationships

Week 4
- Methods and their Relationships Cont’d

Week 5
- User Studies
- DUE: User Study Report

Week 6
- Test Plans and Kits
- DUE: Draft Version of Test Plan

Week 7
- Test Plans and Kits Cont’d
- DUE: Draft Version of Test Kit
- Due: Final Versions of Test Plan/Kit

Week 8
- Data Gathering

Week 9
- Report Workshops
- DUE: Draft Version of Test Report

Week 10
- Presentations
- DUE: Final Version of Test Report
- Project Reflection